



MEDI-CAL DENTAL PROGRAM WEBSITE APPLICATION USER GUIDE

March 02, 2021

Revision History

Version #	Date of Release	Description of Change
1.0	04/03/2018	Initial Version
2.0	05/07/2018	Final Version
3.0	08/27/2018	With enhancements (Registration with Legacy ID: 3.2, Advanced Claim Search: 5.2)
4.0	10/09/2019	Section 7.0 Reporting a Missed Appointment Feature
5.0	4/2/2020	All sections (Screenshots) Added Procedure Status column for TARs: 5.1. Changed 'Claims/TAR' tab to 'Documents' tab: 5.2. Added Notice of Authorization details under Documents tab: 5.2. Added 'Patient Status' field in Missed Appointment Form: 7.0
6.0	06/25/2020	Updated Registration Flow: Section 3.0, Section 3.4 Section 6.1 – Page 67 and 68 Section 5.1 – 'My Practice Tab' Link section updated
7.0	07/27/2020	Updated screenshots and manual with new logo and terminology.
8.0	03/02/2021	Added View Member History Feature Section 5.5: Page 61-63 Updated screenshots starting from Section 5 to 9 display the added 'Member History' tab.

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1 Introduction

1.1 Purpose

This is a user guide for the Medi-Cal Provider Website Application.

2 Medi-Cal's Provider Website Landing Home Page

Medi-Cal's landing home page for providers has a secure log in for providers to register online. Every provider will have a unique account that will allow them to access multiple practice locations. The features on the landing home page are listed below (see Fig: 2.a).

- Username and Password field for Secure Log In
- Register Link
- Reset Password Link
- Username Reminder

Provider Website Landing Home Page:

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DHCS | Medi-Cal Dental

My Practice

Contact Us

Log In

* Username

* Password

Login

Register

Reset Password | Username Reminder

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Fig: 2.a: Medi-Cal's Provider Website Landing Home Page

3 Registration on Provider Portal

Medi-Cal providers can register themselves by clicking the “Register” link available on the Medi-Cal Provider Website Landing page. The first provider who registers for a particular Business Entity (Provider ID) will be assigned as an Administrator, by default, and will have special Administrator rights. Additional providers who register using the same Business Entity (Provider ID) will be “regular users” of the provider website and will be granted limited access.

3.1 Steps for Registration: Positive Scenario

Step 1:

Click the “Register” link (see Fig: 3.1.a).

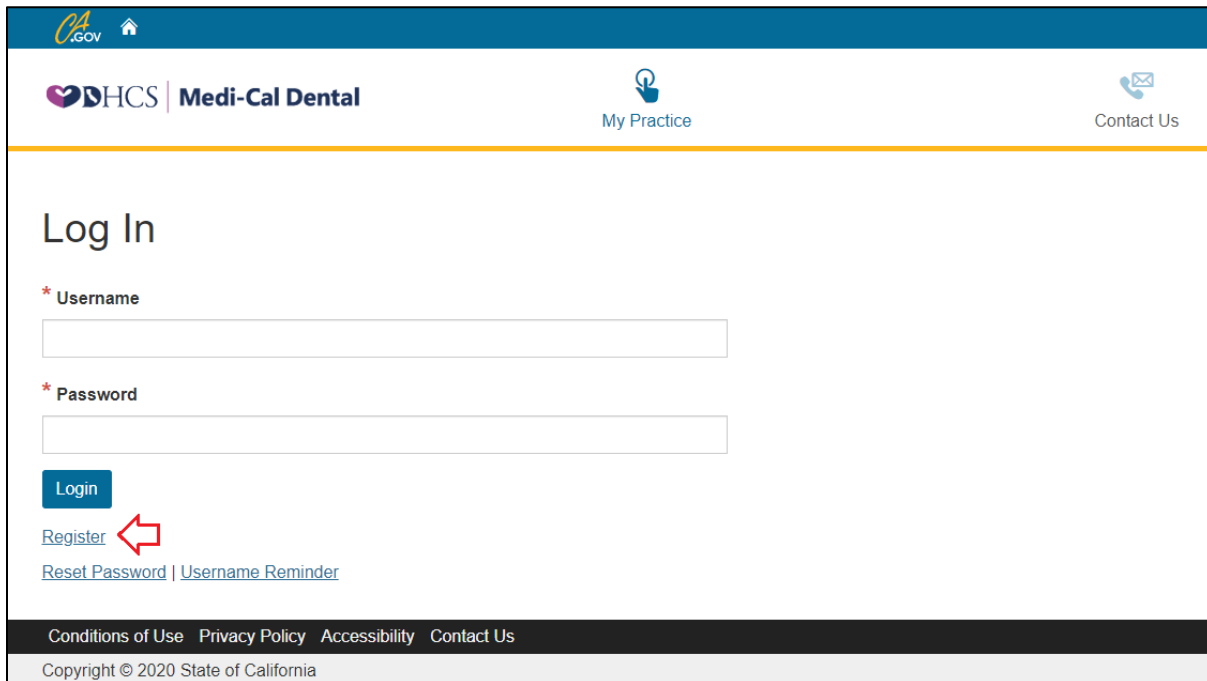


Fig: 3.1.a: Medi-Cal’s Provider Website Login Page – Registration Link

Step 2:

The “Verify User | Registration” page displays. A red asterisk (*) indicates a required field. Enter your information in the following required fields. Providers who do not have a Billing NPI Number can register using their Medi-Cal Provider ID by clicking on ‘Click here if no registered NPI’

- Billing NPI Number
- TIN

The following fields are optional:

- Provider First Name
- Provider Last Name

Click the “Continue” button to continue the registration process. Click the “Cancel” button to close the page and return to the “Login” page (see Fig: 3.1.b).

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My Practice Contact Us

Verify User | Registration

Billing Provider

*Billing NPI Number [Medi-Cal Provider ID option \(If no registered NPI\)](#)

Provider NPI

*TIN/Social Security Number (SSN), or Payment ID

TIN/Social Security Number (SSN), or Payment ID

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.1.b: Verify User Registration Page

Step 3:





After clicking the “Continue” button, the system goes to the next page in the registration process.

The system populates the Billing NPI Number and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2.

All the fields listed below are mandatory and must be completed (see Fig: 3.1.c).

- Username
- Email Address, Confirm Email Address
- First Name, Last Name
- Password, Confirm Password
- 2 Security Questions and Answers
- Check Box for the Terms and Conditions
- Check Box for CAPTCHA

The First Name, Last Name and Email Address fields are used for verification of the Username Reminder.



Medi-Cal Dental
 My Practice
  Contact Us

Create Account | Registration

Please fill out all fields.

Your Information

Billing NPI Number:

TIN/Social Security Number *****

(SSN), or Payment ID:

Username

Email

Confirm Email

First Name

Last Name

Password

Password (case-sensitive)

Confirm Password

Password reminder

Select a security questions and enter your responses.If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

--Select a question--


Security Answer 1

Security Question 2

--Select a question--

Security Answer 2

☐ I certify that I have read and agreed to all [Terms and Conditions.](#)

☐ I'm not a robot
 

[Privacy - Terms](#)

Create **Cancel**

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[Contact Us](#)

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Fig: 3.1.c: Create Account Registration Page

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message (see Fig: 3.1.d).

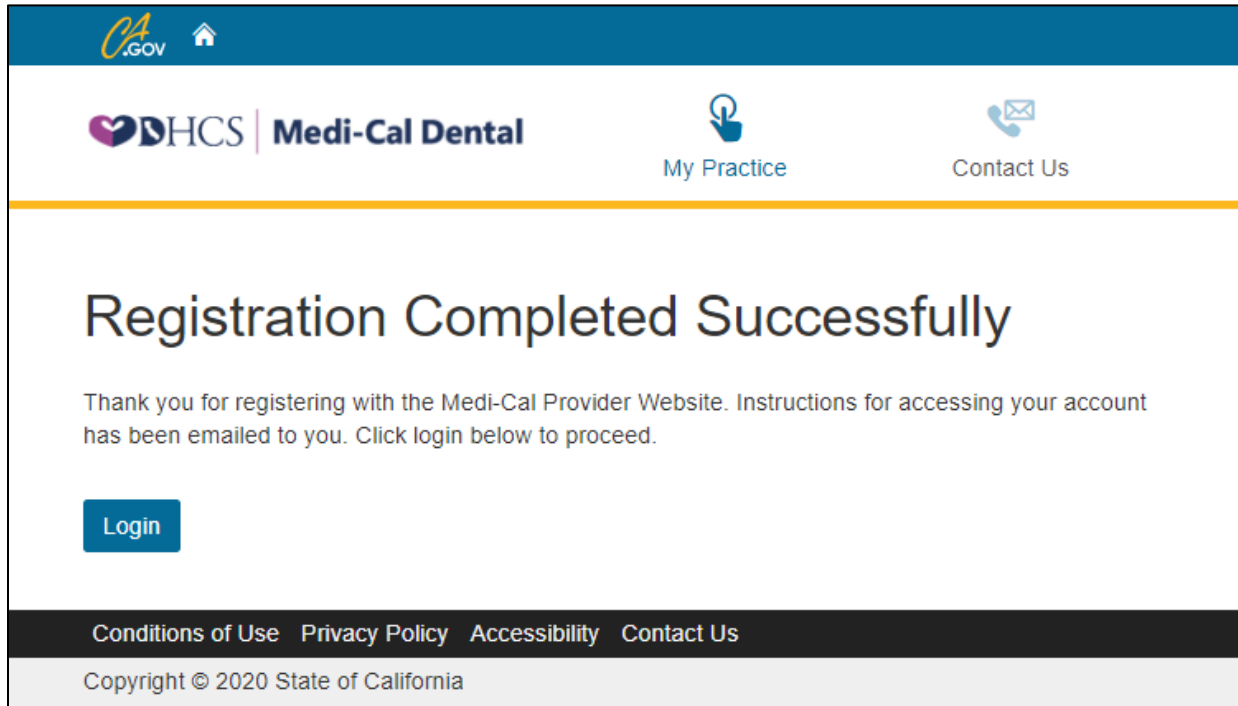


Fig: 3.1.d: Registration Completed Successfully Message Screen

Step 4:

An email confirmation is sent to the provider using the email address provided during registration (see Fig: 3.1.e).

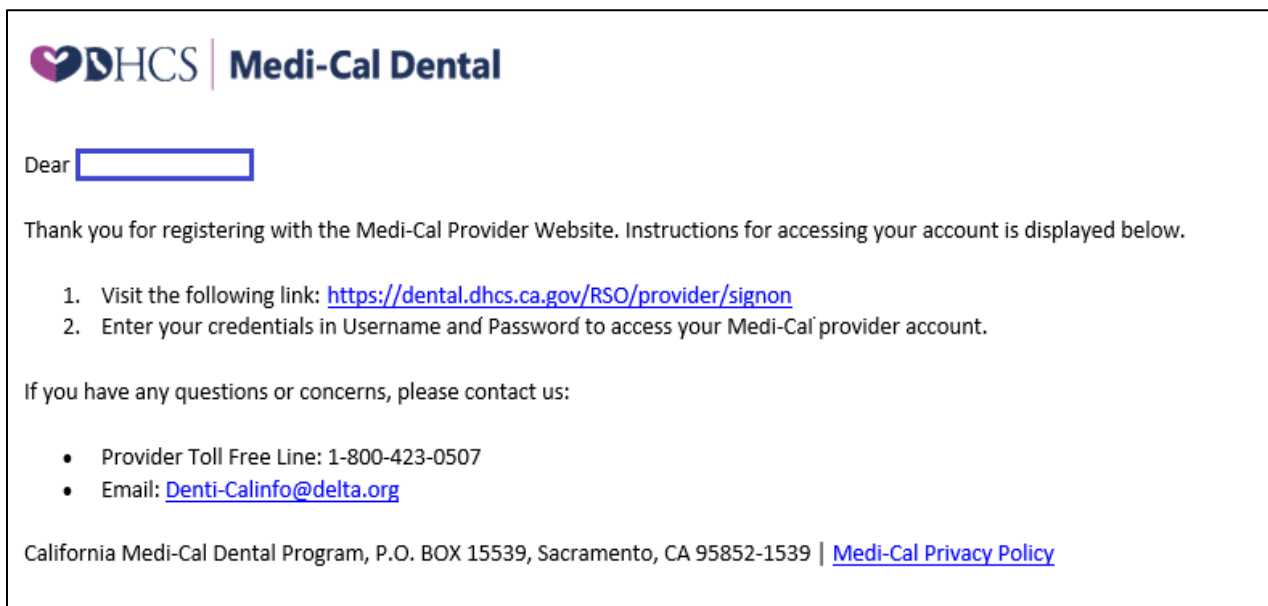


Fig: 3.1.e: Welcome Email with Privacy Policy Link after Successful Provider Registration

3.2 Steps for Registration: If provider does not have a Billing NPI Number

Step 1:

When you click on 'Register' link, "Verify User | Registration" page displays, where you enter required information. If you do not have a Billing NPI Number, then click on link 'Click here if no registered NPI'. (see Fig 3.2.f).

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My Practice Contact Us

Verify User | Registration

Billing Provider

*Billing NPI Number [Medi-Cal Provider ID option \(If no registered NPI\)](#)

Provider NPI

*TIN/Social Security Number (SSN), or Payment ID

TIN/Social Security Number (SSN), or Payment ID

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.2.f: Verify User Registration Page- Link for registering if no Billing NPI Number

Step 2:

A red asterisk (*) indicates a required field. Enter your information in the following required fields. (see Fig: 3.2.g)

- Medi-Cal Provider ID
- TIN

The following fields are optional:

- Provider First Name
- Provider Last Name

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Verify User | Registration

Billing Provider

*Medi-Cal Provider ID

Medi-Cal Provider ID

*TIN/Social Security Number (SSN), or Payment ID

TIN/Social Security Number (SSN), or Payment ID

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.2.g: Verify User Registration Page- Provider to enter their Medi-Cal Provider ID


Step 3


After clicking the “Continue” button, the system goes to the next page in the registration process.


The system populates Medi-Cal Provider ID and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2. (see Fig: 3.2.h)

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message seen in Fig: 3.1.d and 3.1.e.


Medi-Cal Dental


[My Practice](#)


[Contact Us](#)

Create Account | Registration

Please fill out all fields.

Your Information

Medi-Cal Provider ID:

TIN/Social Security Number (SSN), or Payment ID: *****

Username

Email

Confirm Email

First Name

Last Name

Password

Password (case-sensitive)

Confirm Password

Password reminder

Select a security questions and enter your responses. If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

--Select a question--


Security Answer 1

Security Question 2

--Select a question--

Security Answer 2

☐ I certify that I have read and agreed to all [Terms and Conditions](#).

☐ I'm not a robot
 

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Fig: 3.2.h: Create Account Registration Page for providers registering with a Medi-Cal Provider ID

3.3 Steps to Register with Validations

3.3.1 Scenario 1: The Provider Enters Incorrect Details.

Step 1:

If you enter incorrect details, you will not be verified and cannot proceed to the next registration step. The “Unable to validate account details provided” error message displays (see Fig 3.3.1.i).

The screenshot shows the 'Verify User | Registration' page on the Medi-Cal Dental website. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a hand icon, and a 'Contact Us' link with an envelope icon. The main content area has a title 'Verify User | Registration' and a red error message: 'Unable to validate account details provided.' Below the error message is a section titled 'Billing Provider'. It contains four required fields: '*Billing NPI Number' (with a link to 'Medi-Cal Provider ID option (If no registered NPI)'), '*TIN/Social Security Number (SSN), or Payment ID', 'Provider First Name (Optional)', and 'Provider Last Name (Optional)'. Each field has a corresponding text input box. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2020 State of California'. A red arrow points to the 'Billing NPI Number' field.

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My Practice

Contact Us

Verify User | Registration

• Unable to validate account details provided.

Billing Provider

*Billing NPI Number [Medi-Cal Provider ID option \(If no registered NPI\)](#)

Provider NPI

*TIN/Social Security Number (SSN), or Payment ID

TIN/Social Security Number (SSN), or Payment ID

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.3.1.i: User Details not validated during Registration

Step 2:

The following fields must be entered correctly when you create an account (see Fig: 3.1.c). An error message displays if the following required information is incorrect:

- If “Username” is entered incorrectly.
- If “Email” and “Confirm Email” are invalid and do not match.
- If “Password” is invalid.
- If “Confirm Password” does not match the password entered.
- If “Terms and Conditions” check box is not selected.
- If the same “Security Questions” for question 1 and question 2 are selected.
- If the user missed the CAPTCHA values selection.

Example: If “Username” is entered incorrectly.

The screenshot shows the 'Create Account | Registration' page of the Medi-Cal Dental website. The header includes the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a hand icon, and a 'Contact Us' link with an envelope icon. The main heading is 'Create Account | Registration'. Below it, a note says 'Please fill out all fields.' The section is titled 'Your Information'. It contains input fields for 'Billing NPI Number', 'TIN/Social Security Number (SSN), or Payment ID' (masked with '****'), 'Username', 'Email', and 'Confirm Email'. The 'Username' field contains the text 'aa'. An error message box is displayed over the 'Email' and 'Confirm Email' fields, stating: 'Please match the requested format. Your username must be at least 6 characters. You may use letters and/or numbers. You may not use special characters or blank spaces.'

Fig: 3.3.1.j: Error Message for Entering Invalid Username while Creating Account

Example: If “Email” and “Confirm Email” are invalid and do not match.

The screenshot shows a registration form with the following fields: "Billing NPI Number:" with a text box, "TIN/Social Security Number (SSN), or Payment ID:" with a masked text box (****), "Username" with a text box containing "XXXXXX", "Email" with a text box containing "dd", and "Confirm Email" with an empty text box. A red arrow points to the "Confirm Email" field. An error message box is displayed over the "Confirm Email" field, stating: "Please include an '@' in the email address. 'dd' is missing an '@'." The "Email" field is highlighted with a blue border.

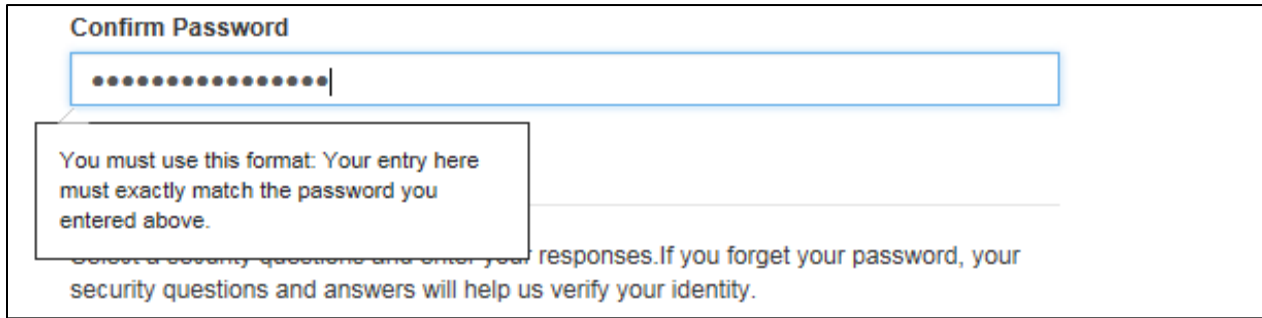
Fig: 3.3.1.k: Error Message for Entering Invalid Email Address while Creating Account

Example: If “Password” is invalid.

The screenshot shows a registration form with the following fields: "Password" with a text box, "Password (case-sensitive)" with a text box containing "●●●", and two empty text boxes below. A red arrow points to the "Password (case-sensitive)" field. An error message box is displayed over the "Password (case-sensitive)" field, stating: "You must use this format: The password must contain characters from at least three of the following categories: a. Uppercase letters (A through Z) b. Lowercase letters (a through z) c. Base 10 digits (0 through 9) d. Non-alphanumeric characters (special characters) (for example, !, \$, #, %)". Below the error message box, there is a line of text: "responses.If you forget your password, your security questions and answers will help us verify your identity."

Fig: 3.3.1.l: Error Message for Entering Invalid Password while Creating Account

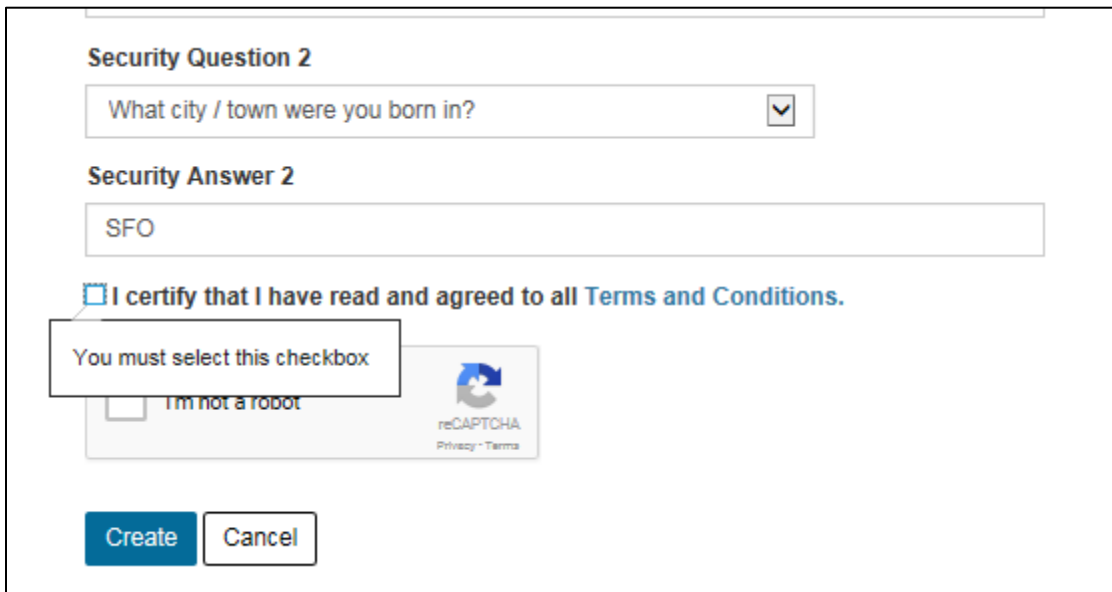
Example: If “Confirm Password” does not match the password entered.



The screenshot shows a web form with a section titled "Confirm Password". Below the title is a text input field containing a series of dots, indicating a password. A red-bordered error message box is overlaid on the field, stating: "You must use this format: Your entry here must exactly match the password you entered above." Below the input field, there is a line of text that reads: "Select a security question and enter your responses. If you forget your password, your security questions and answers will help us verify your identity."

Fig: 3.3.1.m: Error Message for Entering Incorrect Password in Confirm Password Field while Creating Account

Example: If “Terms and Conditions” check box is not selected.



The screenshot shows a web form with the following elements: a "Security Question 2" dropdown menu with the text "What city / town were you born in?" and a dropdown arrow; a "Security Answer 2" text input field containing "SFO"; a checkbox labeled "I certify that I have read and agreed to all Terms and Conditions." which is currently unchecked; a red-bordered error message box pointing to the checkbox that says "You must select this checkbox"; a "I'm not a robot" checkbox which is also unchecked; a reCAPTCHA logo with "reCAPTCHA" and "Privacy - Terms" links; and two buttons at the bottom: "Create" (in a blue box) and "Cancel" (in a white box with a blue border).

Fig: 3.3.1.n: Error Message for not selecting the Check Box to Agree to the Terms and Conditions

Example: Same “Security Questions” for Security Questions 1 and 2 cannot be selected.

First Name

XXXXXX

Last Name

XXXXXX

Password

Password (case-sensitive)

.....

Confirm Password

.....

Password reminder

Select a security questions and enter your responses.If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

What city / town were you born in? ▾

←

Security Answer 1

Barca

Security Question 2

What is your favorite team? ▾

←

--Select a question--
What is the name of the main character in your favorite book?
What is the name of your favorite teacher?
What is the name of your favorite pet?
What was the name of your childhood best friend?
What was your favorite show as a child?
Who is your favorite author?
What is your favorite food?
What is your partners nickname?
What is your favorite team?
What street did you grow up on?
What is your favorite vehicle?
If you could meet someone from history, who would it be?
What is your least favorite film of all time?
Who was your least favorite teacher?
What food do you dislike the most?

Conditions of Use

Privacy Policy

Accessibility

Contact Us

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Fig: 3.3.1.o: Same Security Question during Account Creation can not be selected

Example: If the user did not select the CAPTCHA.

The screenshot shows the 'Create Account | Registration' page of the Medi-Cal Dental Program Website. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this, a white navigation bar contains the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a person icon, and a 'Contact Us' link with an envelope icon. The main heading is 'Create Account | Registration'. A red error message box states: 'Please verify the Captcha.' Below this, a text prompt says 'Please fill out all fields.' The form is divided into sections: 'Your Information' (Billing NPI Number, TIN/Social Security Number (SSN), or Payment ID), 'Username' (XXXXXX), 'Email' (XXXX@delta.org), 'Confirm Email' (XXXX@delta.org), 'First Name' (XXXXXX), 'Last Name' (XXXXXX), 'Password' (Password (case-sensitive), Confirm Password), 'Password reminder' (Security Question 1: What is your favorite team?, Security Answer 1: XXXXX, Security Question 2: What city / town were you born in?, Security Answer 2: XXXX), and a checkbox for 'I certify that I have read and agreed to all Terms and Conditions.' At the bottom, there is a CAPTCHA section with a checkbox for 'I'm not a robot', a CAPTCHA image, and a red arrow pointing to it. The 'Create' and 'Cancel' buttons are at the bottom. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2020 State of California'.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Create Account | Registration

Please verify the Captcha.

Please fill out all fields.

Your Information

Billing NPI Number: []

TIN/Social Security Number (SSN), or Payment ID: **** []

Username

XXXXXX

Email

XXXX@delta.org

Confirm Email

XXXX@delta.org

First Name

XXXXXX

Last Name

XXXXXX

Password

Password (case-sensitive)

Confirm Password

Password reminder

Select a security questions and enter your responses.If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

What is your favorite team? [v]

Security Answer 1

XXXXX

Security Question 2

What city / town were you born in? [v]

Security Answer 2

XXXXX

☐ I certify that I have read and agreed to all [Terms and Conditions](#).

☐ I'm not a robot

reCAPTCHA

Privacy Terms

Create Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2020 State of California

Fig: 3.3.1.p: Error Message for not selecting the CAPTCHA while Creating User Account when Registering

- 3.3.2 Scenario 2: If user enters combination of First Name, Last Name and Email Address same as that of an already registered user and tries to register.

The screenshot shows the 'Create Account | Registration' page of the Medi-Cal Dental website. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this, a white navigation bar contains the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a person icon, and a 'Contact Us' link with an envelope icon. The main heading is 'Create Account | Registration'. A red error message box states: 'Unable to register as one or more users have already been registered with this combination of First Name, Last Name and Email.' Below the error message, a prompt says 'Please fill out all fields.' The 'Your Information' section includes fields for 'Billing NPI Number', 'TIN/Social Security Number (SSN), or Payment ID', 'Username', 'Email', and 'Confirm Email'. The 'Email' and 'Confirm Email' fields both contain the placeholder 'XXXX@delta.org'.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Create Account | Registration

- Unable to register as one or more users have already been registered with this combination of First Name, Last Name and Email.

Please fill out all fields.

Your Information

Billing NPI Number:

TIN/Social Security Number (SSN), or Payment ID: ****

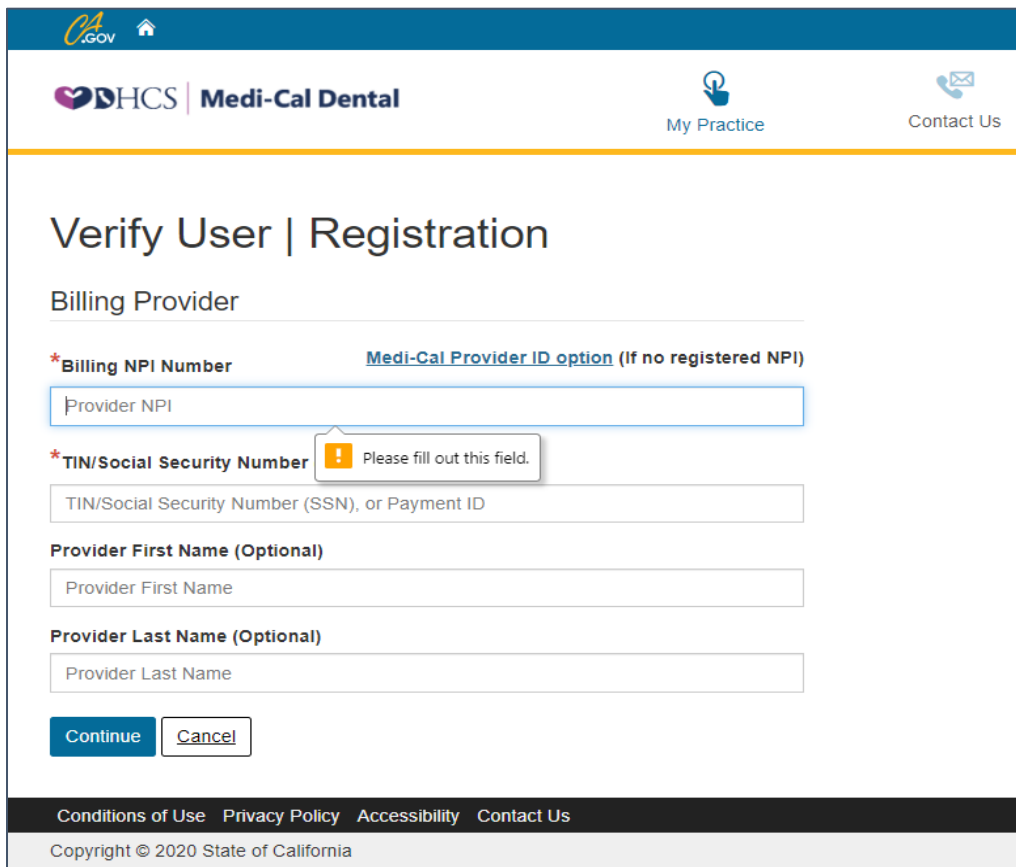
Username

Email

Confirm Email

Fig: 3.3.2.q: Error if same First Name, Last Name and Email used during Registration

3.3.3 Scenario 3: If user left any/all the required fields blank.

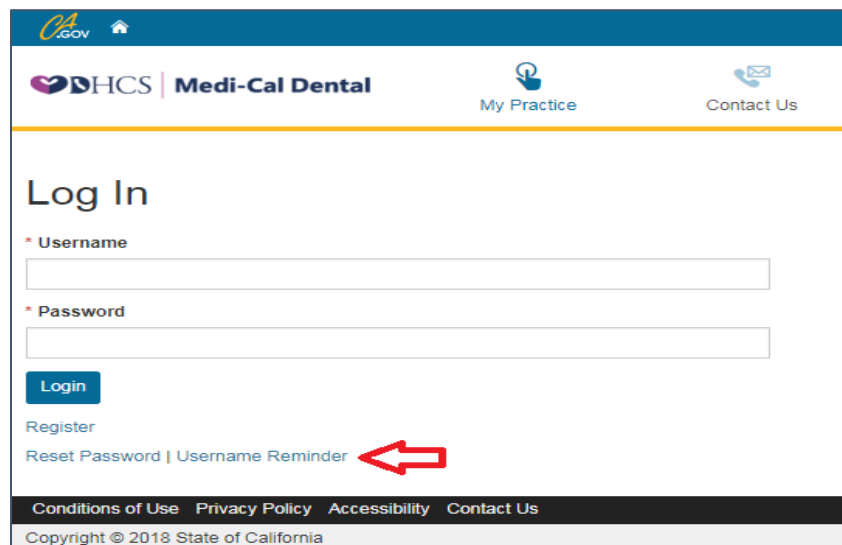


The screenshot shows the 'Verify User | Registration' page for Medi-Cal Dental. The page has a blue header with the CA.GOV logo and a home icon. Below the header, there's a white bar with the DHCS logo and 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area is white and titled 'Verify User | Registration'. Under the title, it says 'Billing Provider'. There are four required fields marked with an asterisk: 'Billing NPI Number', 'TIN/Social Security Number', 'Provider First Name (Optional)', and 'Provider Last Name (Optional)'. The 'Billing NPI Number' field has a blue border and a link for 'Medi-Cal Provider ID option (If no registered NPI)'. The 'TIN/Social Security Number' field has a yellow error message box that says 'Please fill out this field.' The 'Provider First Name' and 'Provider Last Name' fields are empty. At the bottom of the form, there are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2020 State of California.

Fig: 3.3.3.r: Error Message when Fields Left Blank during Registration

3.4 Username Reminder Steps

If you forget your username, click the “Username Reminder” link to request recovery (see Fig: 3.4.s).



The screenshot shows the 'Log In' page for Medi-Cal Dental. The page has a blue header with the CA.GOV logo and a home icon. Below the header, there's a white bar with the DHCS logo and 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area is white and titled 'Log In'. There are two required fields marked with an asterisk: 'Username' and 'Password'. Below the fields, there is a 'Login' button. Under the 'Login' button, there are links for 'Register', 'Reset Password', and 'Username Reminder'. A red arrow points to the 'Username Reminder' link. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 3.4.s: Username Reminder Link

After you click the “Username Reminder” link, the system goes to the “Username Reminder” page where you enter your information (see Fig: 3.4.t) used during registration.

- Billing NPI Number
- Taxpayer Identification Number (TIN)
- First Name
- Last Name
- Email Address you used during registration

Users who have not registered through Billing NPI Number, click on ‘Click here if no registered NPI’ and provide your Medi-Cal Provider ID used during registration.

The screenshot shows the 'Username Reminder' page of the Medi-Cal Dental website. The header includes the CA.GOV logo, the DHCS Medi-Cal Dental logo, a 'My Practice' link with a magnifying glass icon, and a 'Contact Us' link with an envelope icon. The main heading is 'Username Reminder'. Below it is a 'Billing Provider' section with a text input field for 'Provider NPI'. A link 'Medi-Cal Provider ID option (If no registered NPI)' is provided. The next section is 'TIN/Social Security Number (SSN), or Payment ID' with a corresponding text input field. This is followed by 'First Name' and 'Last Name' sections, each with a text input field. The 'Email' section has a text input field for 'Email Address'. At the bottom of the form are two buttons: 'Send me a reminder' and 'Cancel'. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2020 State of California'.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Username Reminder

Billing Provider

Billing NPI Number [Medi-Cal Provider ID option \(If no registered NPI\)](#)

Provider NPI

TIN/Social Security Number (SSN), or Payment ID

TIN/Social Security Number (SSN), or Payment ID

First Name

First Name

Last Name

Last Name

Email

Email Address

Send me a reminder Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2020 State of California

Fig: 3.4.t: Username Reminder Screen

Click the “Send me a reminder” button and the following message displays (see Fig: 3.4.u).

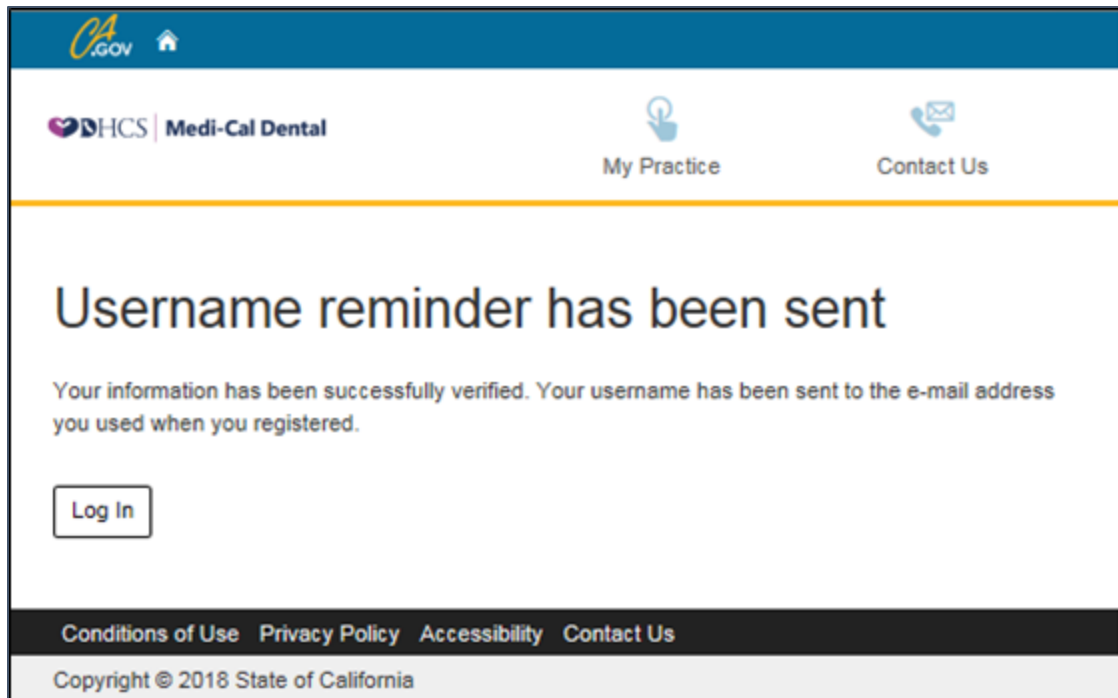


Fig: 3.4.u: Username Reminder Message

You receive an email that contains your username (see Fig: 3.4.v).

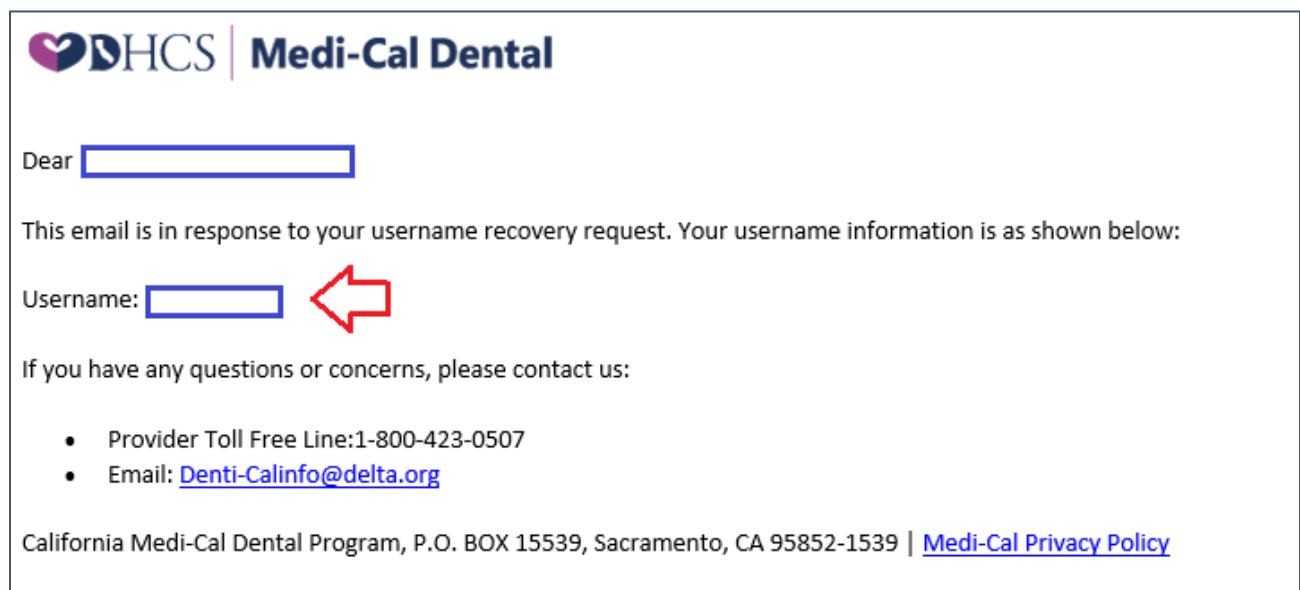
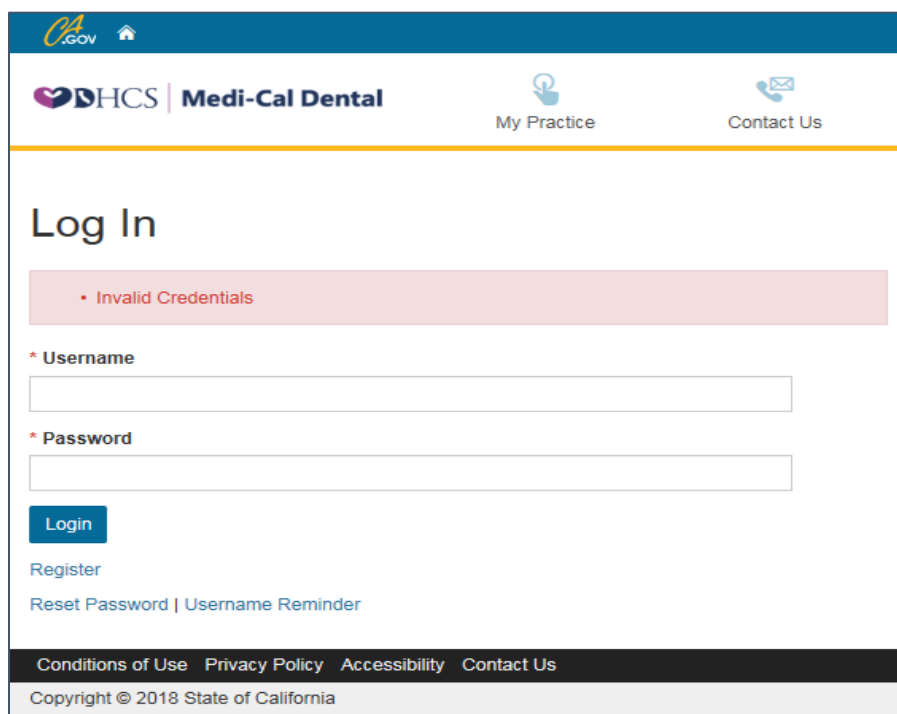


Fig: 3.4.v: Email Sent to the Provider for Username Reminder

4 Provider Secure Log In

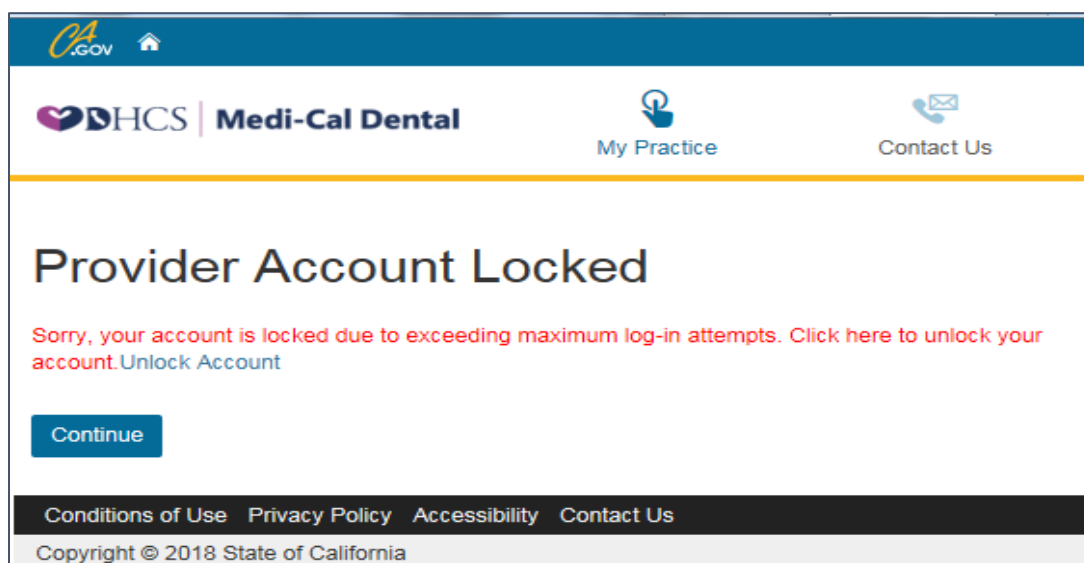
The Provider Website has a Secure Log In, where you are asked to enter your Username and Password. This is the same screen you used to set up your online account. If the values match, you are granted access. If the values do not match, an “Invalid Credentials” error message displays (see Fig: 4.a).



The screenshot shows the Medi-Cal Dental Provider Secure Log In page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' and 'Contact Us'. The main content area has a white background with the title 'Log In'. Below the title, there is a red error message box that says 'Invalid Credentials'. Underneath the error message, there are two input fields: '* Username' and '* Password'. Below these fields is a blue 'Login' button. At the bottom of the login section, there are links for 'Register' and 'Reset Password | Username Reminder'. The footer of the page contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', followed by the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.a: Unable to Login Error – when Provider Tries to Log In with Invalid Credentials

You are allowed a maximum of 3 failed attempts to log in. More than 3 failed attempts to log in will automatically lock your account, and an error message displays. However, you are given an option to unlock your account (see Fig: 4.b).



The screenshot shows the Medi-Cal Dental Provider Account Locked page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' and 'Contact Us'. The main content area has a white background with the title 'Provider Account Locked'. Below the title, there is a red error message that says 'Sorry, your account is locked due to exceeding maximum log-in attempts. Click here to unlock your account.' followed by a blue link 'Unlock Account'. Below the error message, there is a blue 'Continue' button. The footer of the page contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', followed by the copyright notice 'Copyright © 2018 State of California'.

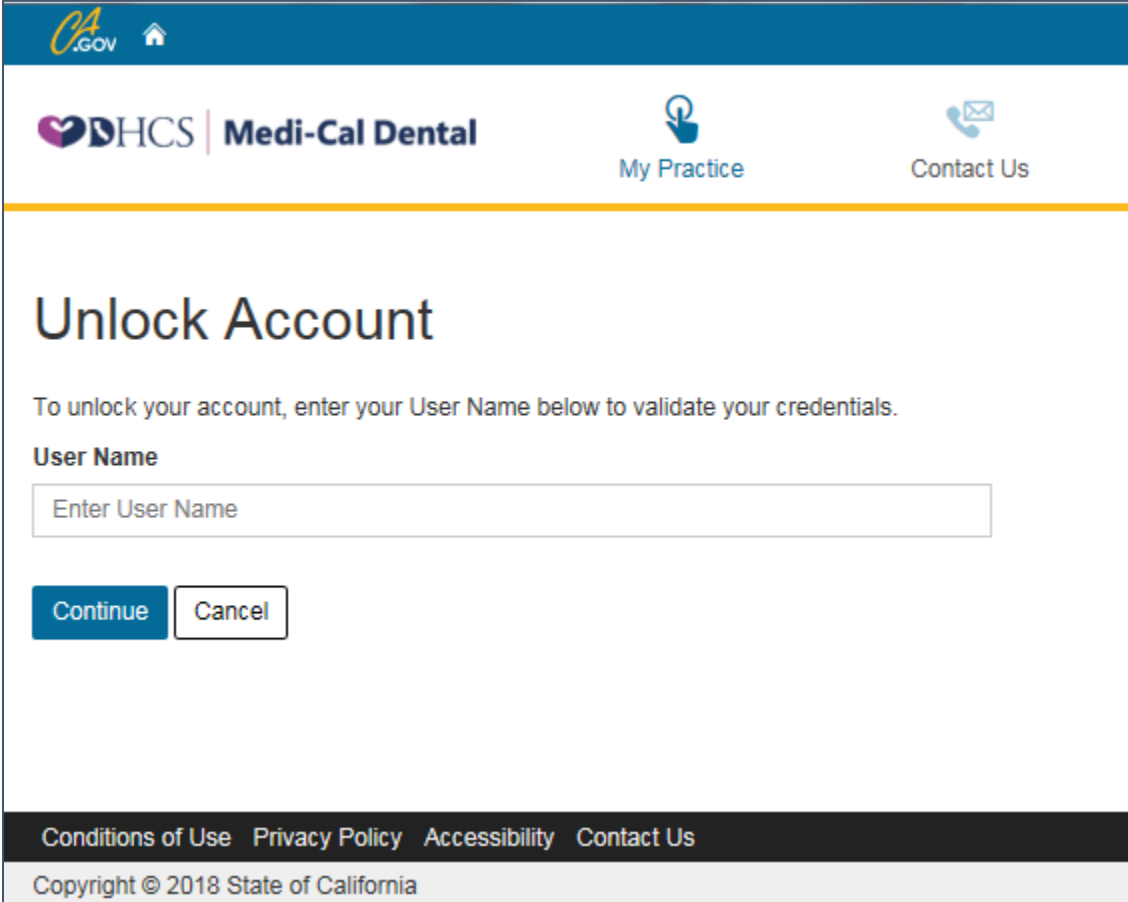
Fig: 4.b: Account Locked Message – when Provider Exceed the Maximum Login Attempts

4.1 Account Unlock Flow

4.1.1 Scenario 1: Provider is successful in unlocking account by answering only 1 security question.

Step 1:

You can unlock your account by clicking the “Unlock Account” link (see Fig: 4.b). The system goes to the “Unlock Account” page where you enter your Username to validate your credentials (see Fig: 4.1.1.c). Click the “Continue” button to validate your credentials and go to the next page.



CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Unlock Account

To unlock your account, enter your User Name below to validate your credentials.

User Name

Enter User Name

Continue Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.1.1.c: Unlock Account Screen to Validate Credentials – Provider to Enter Username

Step 2:

You must answer the security question you set during account creation (see Fig: 4.1.1.d). Click the “Continue” button. The system verifies your answer and goes to next page.

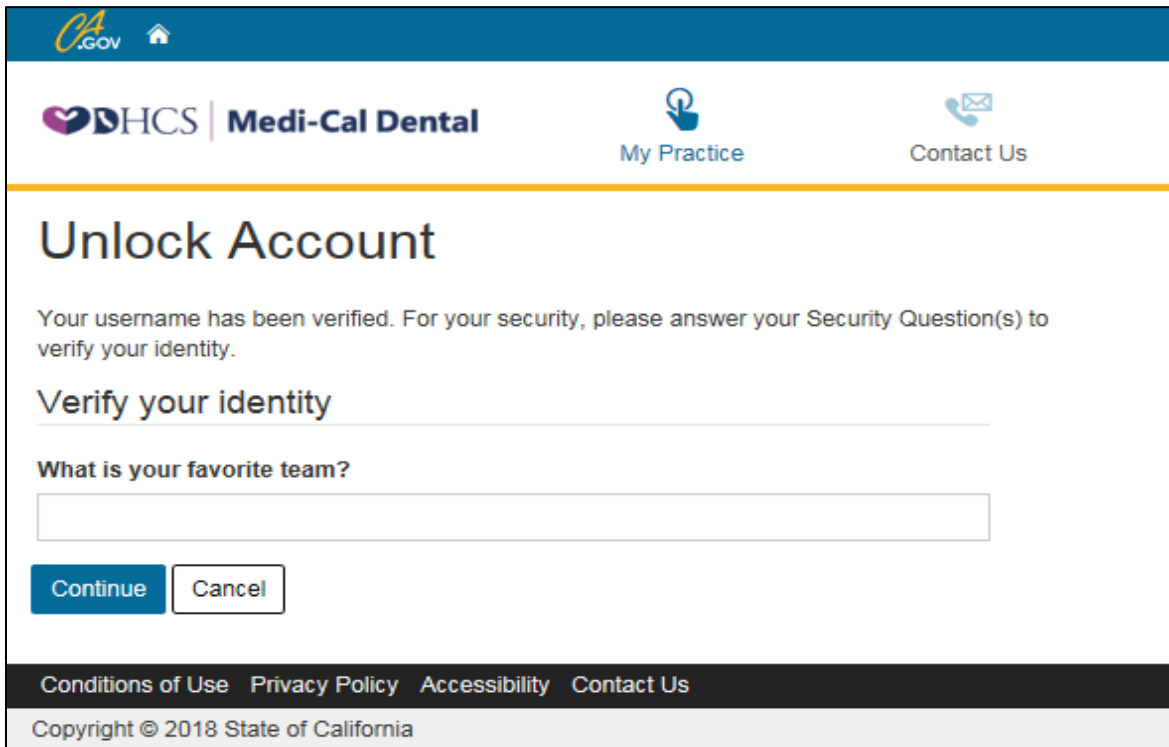


Fig: 4.1.1.d: Unlock Account Screen to Validate User – Security Question

Step 3:

After successfully verifying your security answer and identity, the system unlocks your account and you can log in (see Fig: 4.1.1.e).

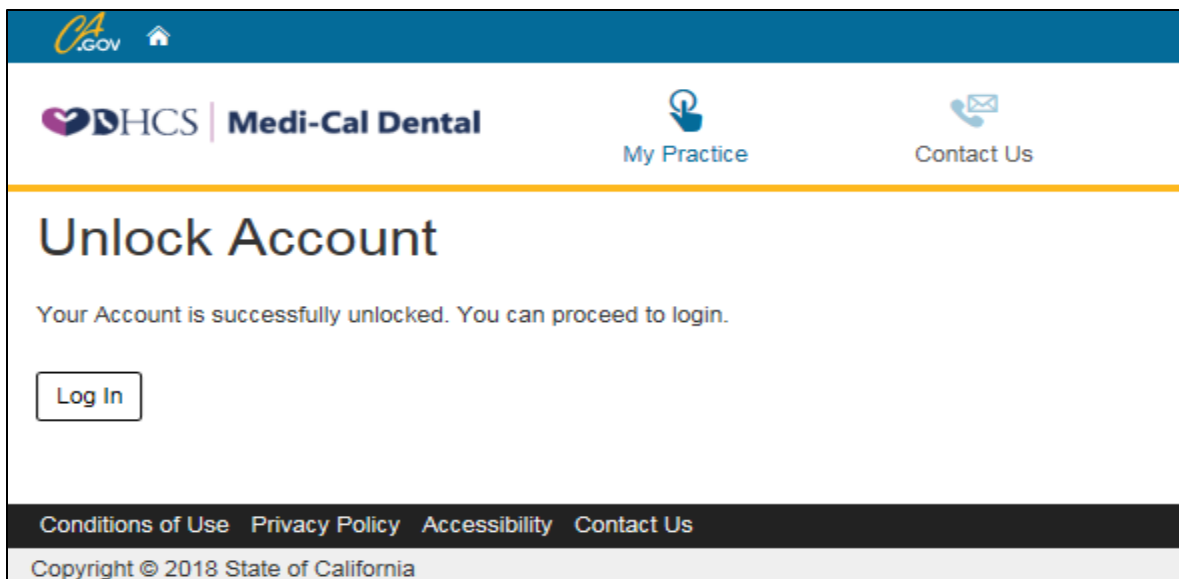


Fig: 4.1.1.e: Provider Account Unlocked Successfully

4.1.2 Scenario 2: If Provider answers the 1st Security Question incorrectly.

Step 1:

Enter your username, which will be validated (see Fig: 4.a). The system goes to Step 2. Enter the answer to your security question.

Step 2:

Enter the answer to the security question you set up during account creation. To verify your identity and go to the next step, click the “Continue” button (see Fig: 4.1.1.b).

Step 3:

If the answer is incorrect, the system goes to next screen and you answer your second security question (see Fig: 4.1.2.f).

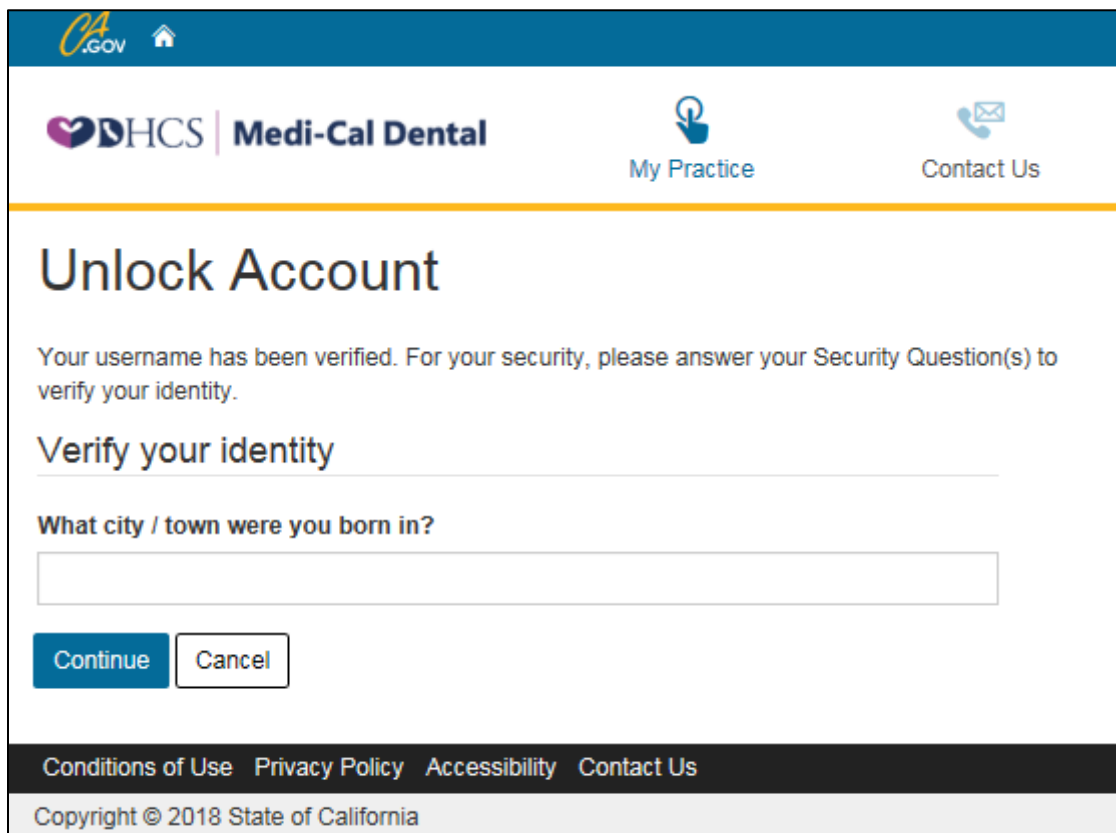


Fig: 4.1.2.f: Unlock Account Screen to Validate User – Second Security Question

Step 4:

After successfully verifying your security answer and identity, the system unlocks your account and you can log in (see Fig: 4.1.2.f).

4.1.3 Scenario 3: If Provider's Username is not verified.

If you enter an invalid username, you are not validated. A "User Not Found" error message displays (see Fig: 4.1.3.g).

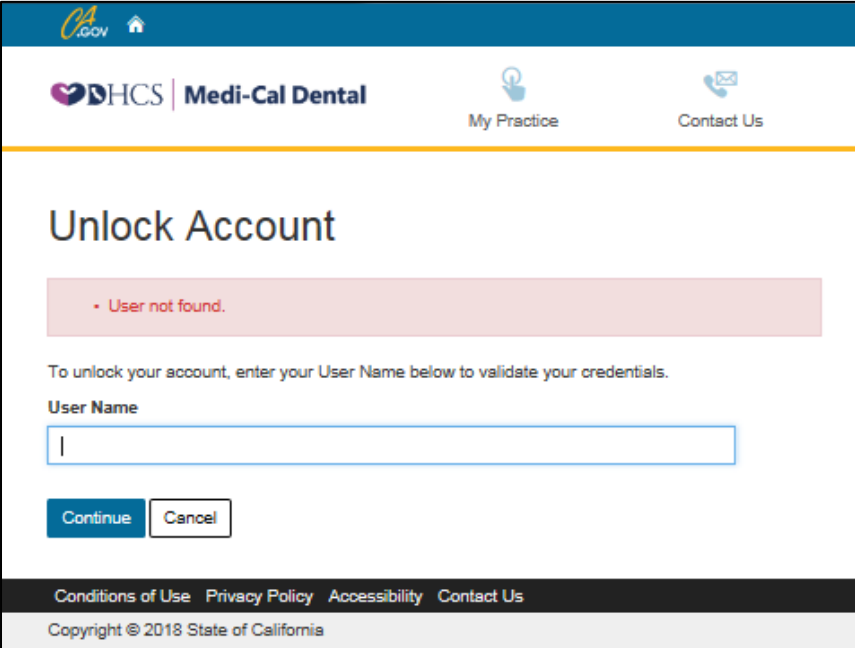
The screenshot shows the Medi-Cal Dental website's 'Unlock Account' page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area has a large heading 'Unlock Account'. Below the heading is a red error message box that says '• User not found.' Underneath, a text prompt reads: 'To unlock your account, enter your User Name below to validate your credentials.' This is followed by a text input field labeled 'User Name' with a cursor inside. Below the input field are two buttons: 'Continue' and 'Cancel'. At the bottom of the page, there is a dark grey footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 4.1.3.g: Unlock Account Screen to Validate User – Incorrect Username Entered

4.1.4 Scenario 4: If a Provider is unable to unlock their account by entering invalid security answers for both questions.

If you do not answer your security questions correctly, the system goes to the "Unlock Account" page where you are instructed to send an email to DCALWebMaster@delta.org because your account was not validated (see Fig: 4.1.4.h).

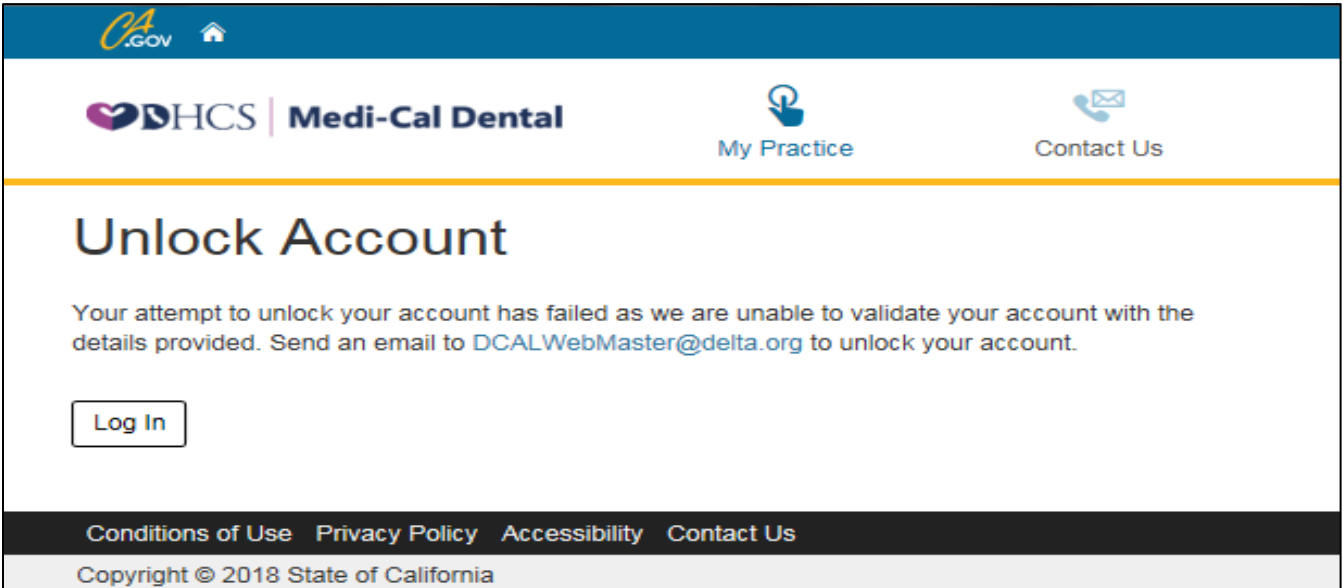
The screenshot shows the Medi-Cal Dental website's 'Unlock Account' page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area has a large heading 'Unlock Account'. Below the heading is a text message: 'Your attempt to unlock your account has failed as we are unable to validate your account with the details provided. Send an email to DCALWebMaster@delta.org to unlock your account.' Below this message is a 'Log In' button. At the bottom of the page, there is a dark grey footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 4.1.4.h: Unlock Account Screen – Unable to Validate User, Send Email to Unlock Account

4.2 Password Reset Flow

If you want to reset your password, select the “Reset Password” link available on the “Provider Landing” page.



Fig: 4.2.i: Provider Website Landing Page – Reset Password Link

4.2.1 Scenario 1: A Provider successfully resets their password by answering only 1 security question.

Step 1:

If you click the “Reset Password” link, the system goes to the “Reset Password” screen and you enter your User Name to verify your identity (see Fig: 4.2.1.j). Click the “Continue” button to verify your User Name. If the User Name is valid, the system goes to the next page.

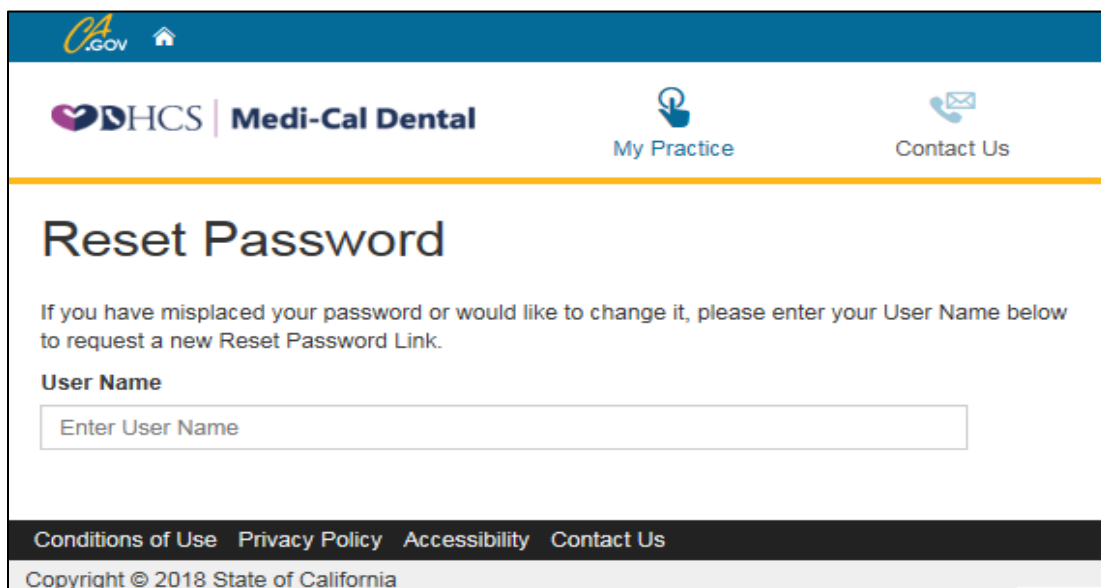
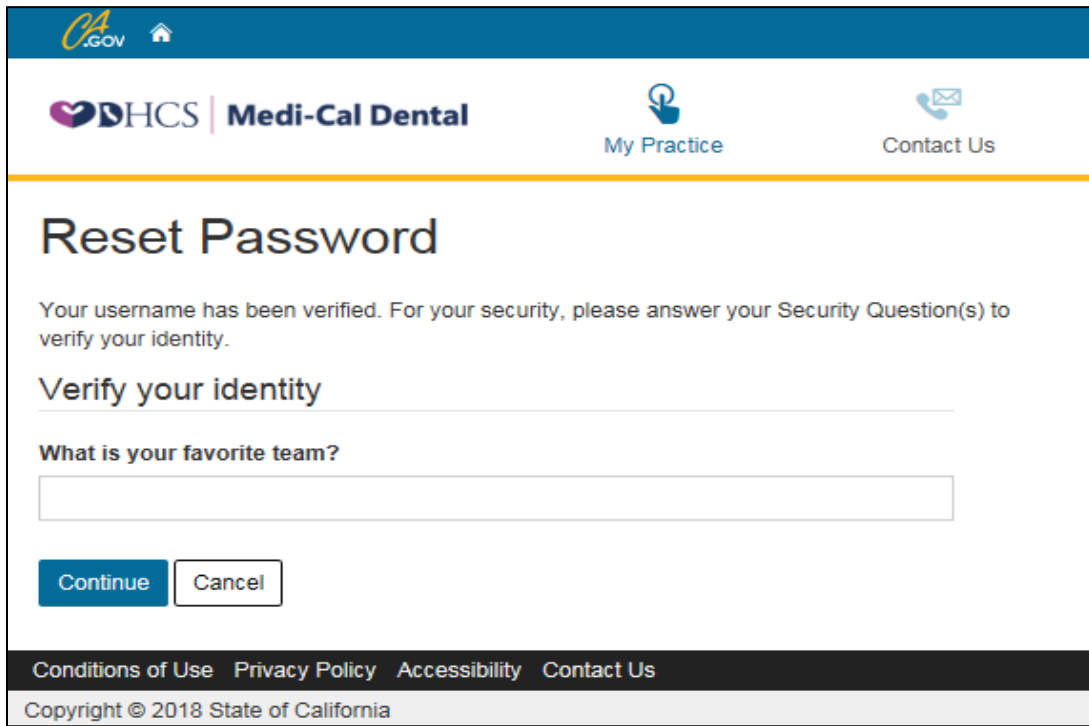


Fig: 4.2.1.j: Reset Password – Provider Identification by Entering Username

Step 2:

Answer the security questions you set up during account creation to verify your identity (see Fig: 4.2.1.k).

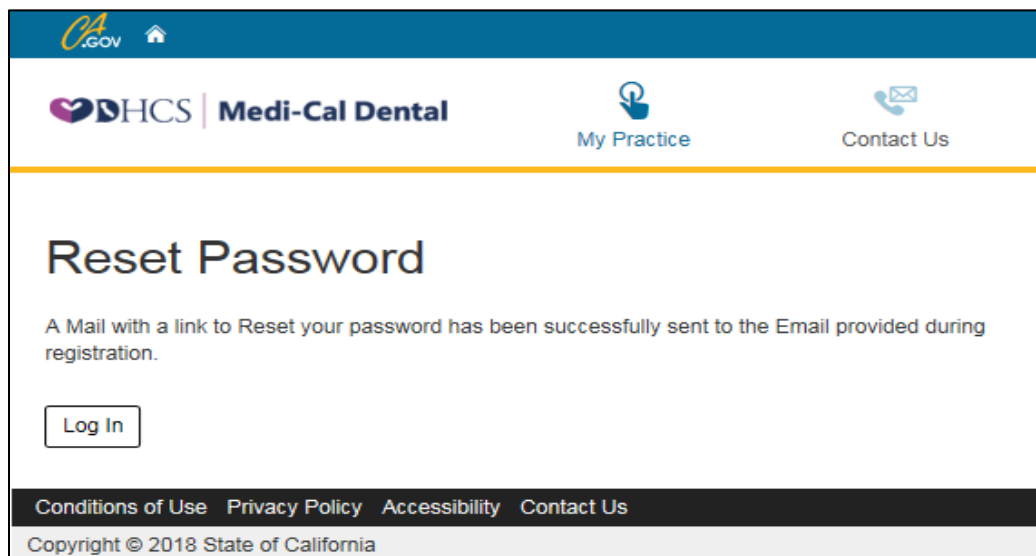


The screenshot shows the 'Reset Password' page on the Medi-Cal Dental website. The header includes the CA.GOV logo, a home icon, the DHCS logo, and the text 'Medi-Cal Dental'. Navigation links for 'My Practice' and 'Contact Us' are also present. The main heading is 'Reset Password'. Below it, a message states: 'Your username has been verified. For your security, please answer your Security Question(s) to verify your identity.' The section is titled 'Verify your identity'. The security question is 'What is your favorite team?'. There is a text input field for the answer. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.1.k: Reset Password – Provider Verification by Entering Answer for Security Question

Step 3:

After you correctly answer the security question, the system goes to the “Reset Password” page. A message displays stating that an email along with a reset password link has been sent to the email address you provided during registration (see Fig: 4.2.1.l).



The screenshot shows the 'Reset Password' page on the Medi-Cal Dental website. The header is identical to the previous figure. The main heading is 'Reset Password'. Below it, a message states: 'A Mail with a link to Reset your password has been successfully sent to the Email provided during registration.' There is a 'Log In' button. The footer is identical to the previous figure.

Fig: 4.2.1.l: Reset Password – Mail sent to User Message Screen

Step 4:

You receive an email with a “Reset Password” link (see Fig: 4.2.1.m).

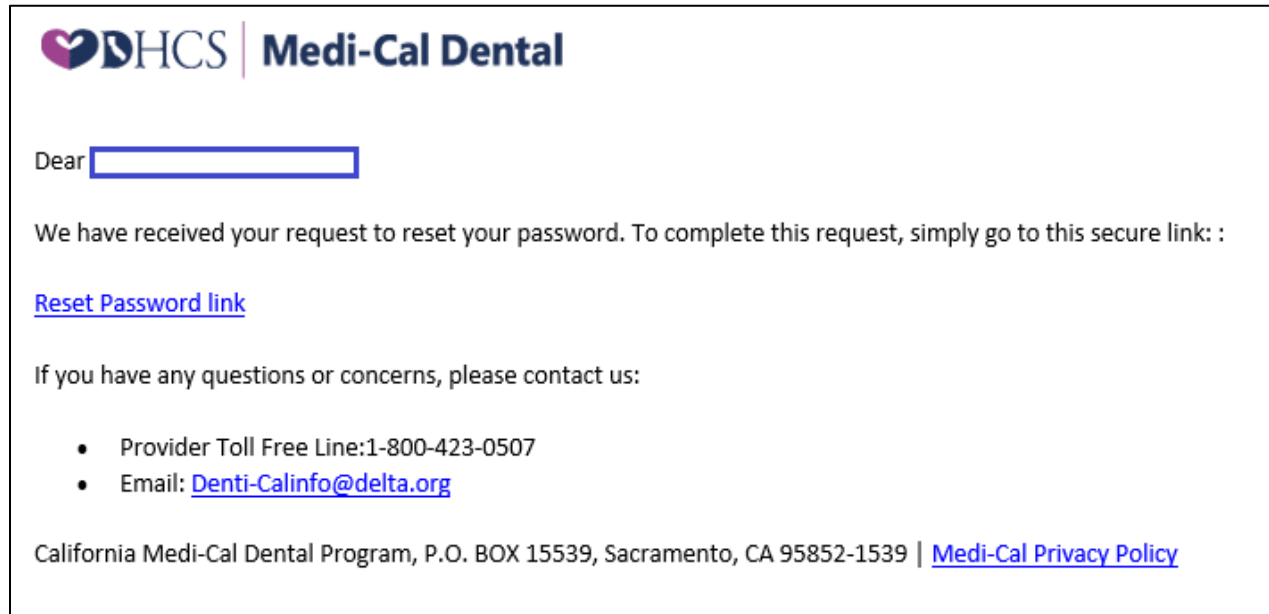


Fig: 4.2.1.m: Reset Password Link in an Email Sent to the Provider

Step 5:

Click the “Reset Password” link to go to the “Reset Password – Token Verification” page to reset your password. Enter your New Password that conforms to the password rules and confirm the New Password (see Fig: 4.2.1.n). Click the “Change Password” button.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Reset Password - Token Verification

Your Reset Password Token has been verified. Please enter your new password below to complete the process.

Reset Password

New Password (case-sensitive)

Confirm New Password

Change Password

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.2.1.n: Reset Password Page

The system goes to the “Password has been updated” page (see Fig: 4.2.1.o).

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Password has been updated

Click button below to proceed to the login page.

Log In

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.2.1.o: Message – Password Updated Successfully after Provider Resets the Password

4.2.2 Scenario 2: When Providers successfully reset their password by answering the 2nd security question correctly.

Repeat steps 1 and 2 of Section 4.2.1 (Scenario 1).

If you enter an incorrect answer for the 1st security question, you are prompted to answer the 2nd security question for user identification (See Fig: 4.2.2.p).

CA.GOV

Home

DHCS | Medi-Cal Dental

My Practice

Contact Us

Reset Password

Your username has been verified. For your security, please answer your Security Question(s) to verify your identity.

Verify your identity

What city / town were you born in?

Continue Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.2.2.p: Reset Password – Provider to Answer 2nd Security Answer

If you answer the 2nd security question correctly, the system goes to the “Reset Password” page and informs you to send an email to DCALWebMaster@delta.org to reset your password.

Repeat steps 4 and 5 of Section 4.2.1 (Scenario 1) by clicking the link in the email and updating your password.

4.2.3 Scenario 3: If Providers are unable to reset their password.

If you are unable to answer both your security questions correctly, the system goes to the “Reset Password” page and informs you to email DCALWebMaster@delta.org to reset your password.

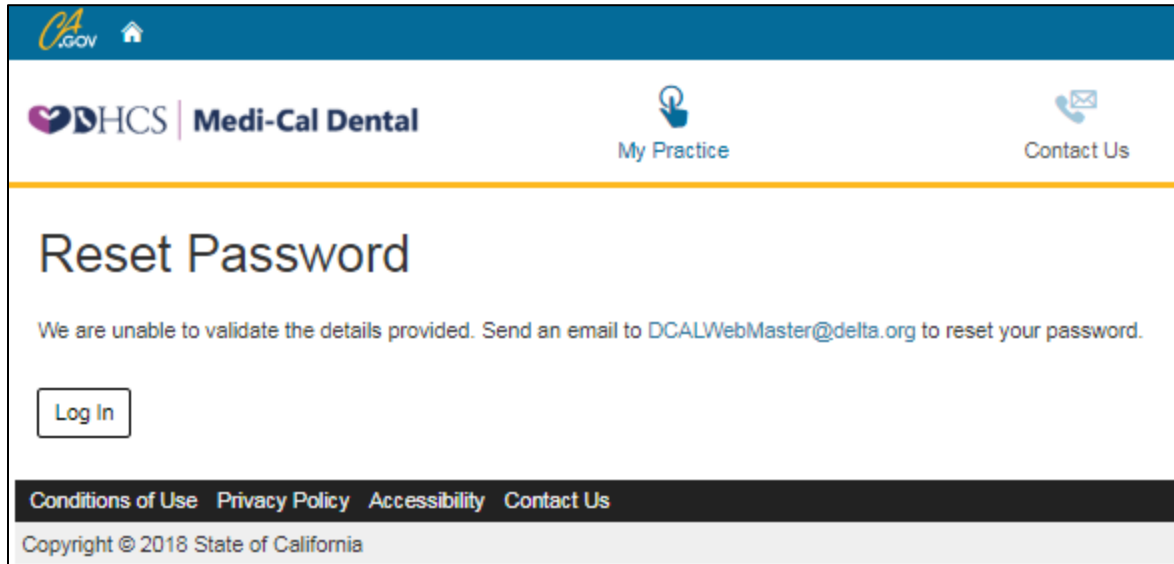
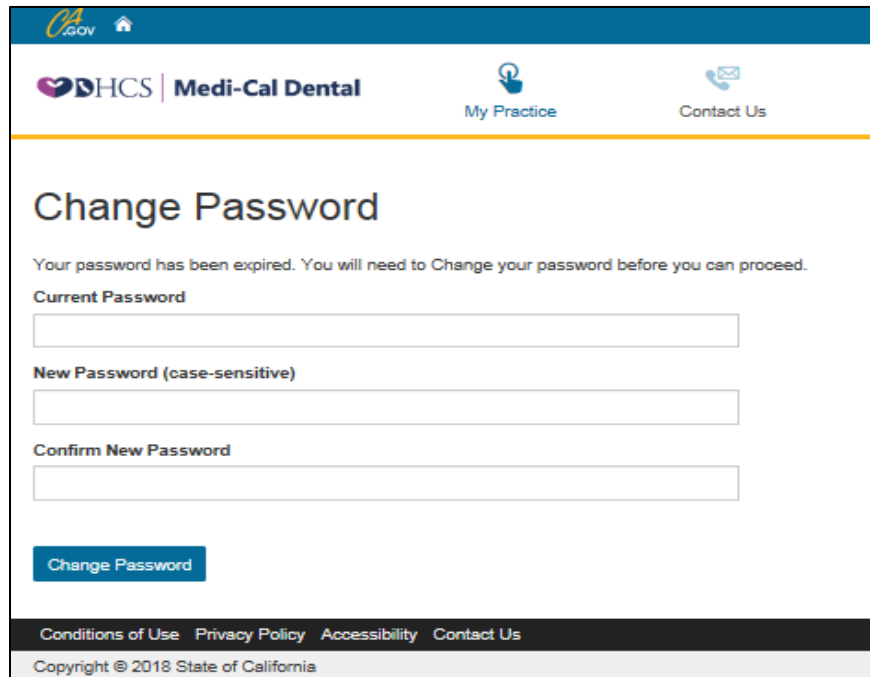


Fig: 4.2.3.q: Reset Password – User Unable to Reset Password Screen

4.2.4 Scenario 4: When a provider's password expires.

You are required to change your password every 60 days. You cannot reuse your current password or any of the previous 24 used passwords.

If you click on the Login Button after your password is expired, you will be navigated to the Change Password page.

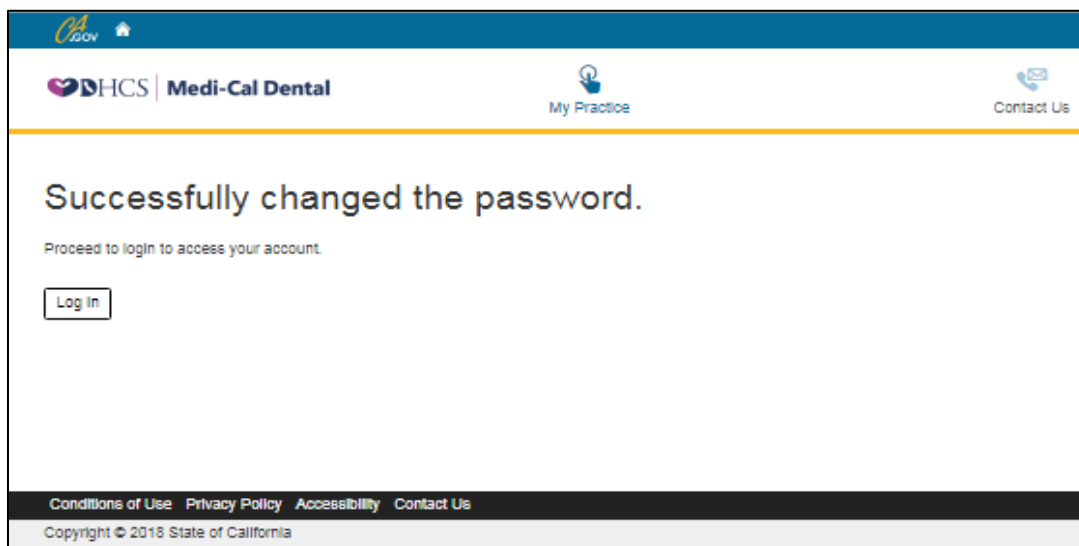


The screenshot shows the 'Change Password' page of the Medi-Cal Dental website. The header includes the CA.GOV logo, a home icon, the DHCS logo, and the text 'Medi-Cal Dental'. Navigation links for 'My Practice' and 'Contact Us' are also present. The main heading is 'Change Password'. Below it, a message states: 'Your password has been expired. You will need to Change your password before you can proceed.' There are three input fields: 'Current Password', 'New Password (case-sensitive)', and 'Confirm New Password'. A blue 'Change Password' button is located below the input fields. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.4.r: Change Password Screen

Enter your current password and new password, according to the password rules.

When you click on Change Password Button, you will see the message that your password has been successfully updated and you can click the Log In button to login.

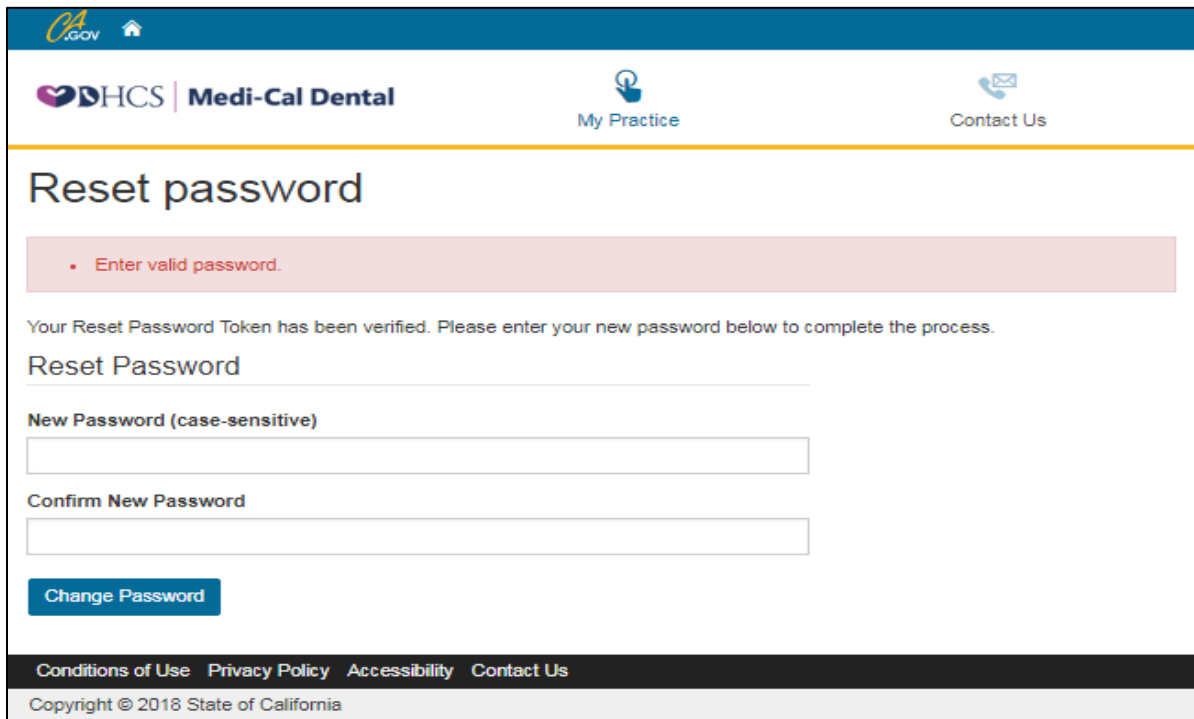


The screenshot shows the 'Successfully changed the password.' page of the Medi-Cal Dental website. The header is identical to the previous screen. The main heading is 'Successfully changed the password.' Below it, a message states: 'Proceed to login to access your account.' There is a single 'Log In' button. The footer is also identical to the previous screen.

Fig: 4.2.4.s: Password Successfully Updated

4.2.5 Scenario 5: If Provider enters an invalid password.

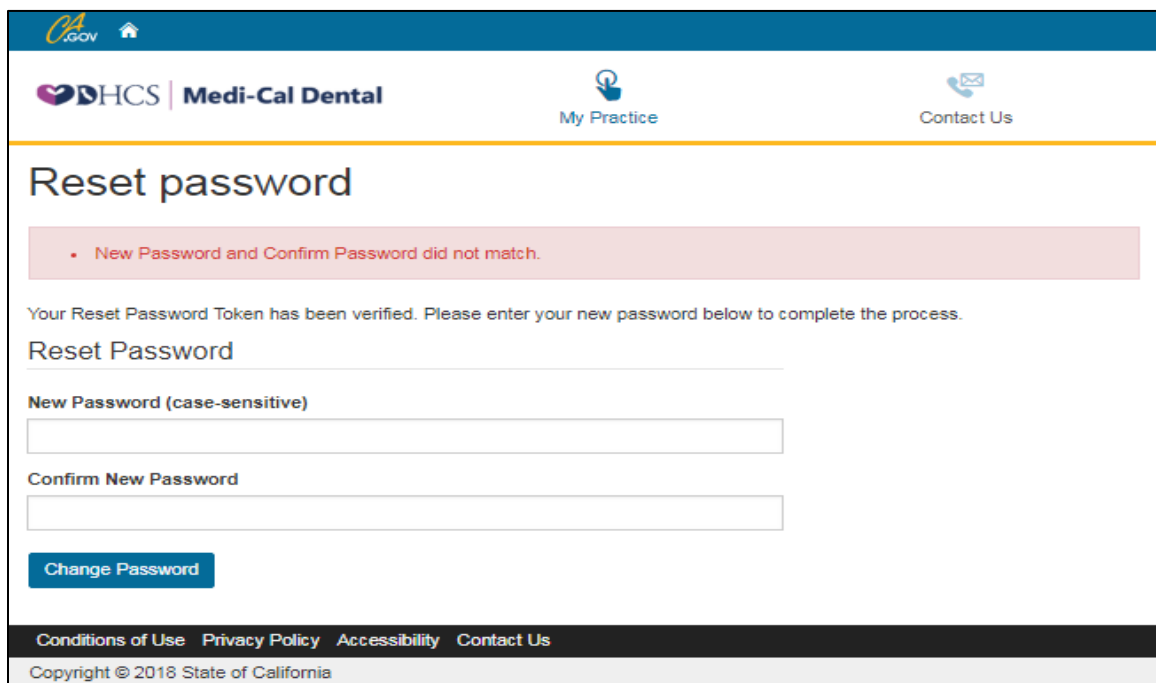
If you enter a Password that is invalid and does not conform to the password rules, an error message displays (see Fig: 4.2.4.r).



The screenshot shows the Medi-Cal Dental website's 'Reset password' page. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a hand icon, and a 'Contact Us' link with an envelope icon. The main content area has a yellow border and a title 'Reset password'. A red error message box states: 'Enter valid password.' Below this, a message reads: 'Your Reset Password Token has been verified. Please enter your new password below to complete the process.' The form includes two input fields: 'New Password (case-sensitive)' and 'Confirm New Password'. A blue 'Change Password' button is at the bottom of the form. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.5.t: Reset Password Error – Password Entered is Invalid

If the Password and Confirm New Password fields do not match, an error message displays (see Fig: 4.2.4.s).



This screenshot shows the same 'Reset password' page as the previous one, but with a different error message. The red error message box now states: 'New Password and Confirm Password did not match.' The rest of the page, including the header, navigation bar, form fields, and footer, is identical to the previous figure.

Fig: 4.2.5.u: Reset Password Error – Password and Confirm Password do not Match

If the Password is the same as the current or 24 previous passwords, an error message displays (see Fig: 4.2.4.t).

The screenshot shows the Medi-Cal Dental website's 'Reset password' page. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this, a white navigation bar contains the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a magnifying glass icon, and a 'Contact Us' link with a phone and envelope icon. The main content area has a large 'Reset password' heading. Below the heading, a red error message box states: 'New password should not be same as the current or the previous 24.' Underneath the error message, a text prompt reads: 'Your Reset Password Token has been verified. Please enter your new password below to complete the process.' This is followed by a 'Reset Password' sub-heading and two input fields: 'New Password (case-sensitive)' and 'Confirm New Password'. A blue 'Change Password' button is positioned below the input fields. At the bottom of the page, a dark grey footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Reset password

- New password should not be same as the current or the previous 24.

Your Reset Password Token has been verified. Please enter your new password below to complete the process.

Reset Password

New Password (case-sensitive)

Confirm New Password

Change Password

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.2.5.v: Reset Password Error– Password Should not be the Same as Current or 24 Previous Passwords

5 Medi-Cal Provider Website Tabs

After completing a successful log in, you can access the “Initial Post Login” screen. The available tabs display at the top of the page (See Fig: 5.a).

The “My Practice” tab is the default home page of the provider website. Select the appropriate office location that applies to your inquiry, then click “Apply”.

Fig: 5.a: Initial Post Login Screen

5.1 My Practice Tab

The “My Practice” tab displays the most recent activity for that service office, including claims and TAR information associated to any patient for the last 30 days. To select a different provider practice location, click the “Change Location” link to expand the location list (see Fig: 5.1.a).

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
10/20/2020						-	-
10/20/2020						-	-
10/20/2020						-	-
10/20/2020						-	-

Fig: 5.1.a: Provider Website – My Practice Tab – Change Location

Select the appropriate location and click the “Apply” button to view claims specific to the selected location in the list. If you click the “Cancel” button, the location boxes close (see Fig: 5.1.b).

CA.GOV

Medi-Cal Dental

My Practice Documents Payments Member History Account Contact Us

Log Out

Medi-Cal Provider Website Application

Select practice location to apply.

CA

CA

Apply

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2021 State of California

Fig: 5.1.b: Provider Website – My Practice Tab – Change and Select Location

Click the Document number to get detailed information for a Claim/TAR or Notice Of Authorization. After you click the Document Number, the system goes to a screen that displays specific document details (see Fig: 5.1.c and Fig: 5.1.d).

If any Processed TAR is selected and details are displayed, column named “Procedure Status” will be seen with values either ‘Allowed’ or ‘Denied’. (see Fig: 5.1.d)

CA.GOV

Medi-Cal Dental

My Practice Documents Payments Member History Account Contact Us

Log Out

Medi-Cal Provider Website Application

CA Change Location

Recent Activity

Documents

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
10/20/2020	PROCESSED TAR	T: [Redacted]	-	[Redacted]	-	-	-
10/20/2020	PROCESSED TAR	T: [Redacted]	-	[Redacted]	-	-	-
10/20/2020	PROCESSED TAR	T: [Redacted]	-	[Redacted]	-	-	-
10/20/2020	PROCESSED TAR	T: [Redacted]	-	[Redacted]	-	-	-

Provider Resources

- Electronic Data Interchange (EDI)
- Forms Reorder
- Provider Application Forms
- Provider Bulletins
- Provider Email List Sign Up
- Provider Enrollment Tool Kit
- Provider Frequently Asked Questions (FAQs)
- Provider Handbook
- Provider Training Seminars/Webinars

[Report a missed appointment](#)

Fig: 5.1.c: Provider Website– My Practice Tab, Document Link

Medi-Cal Dental

[My Practice](#)
[Documents](#)
[Payments](#)
[Member History](#)
[Account](#)
[Contact Us](#)

[Log Out](#)

Medi-Cal Provider Website Application

[My Practice](#) | [Claims](#)

Claim/TAR #

Claim/TAR ID:
 Status: **PROCESSED TAR**
 Status Date: -
 Date Paid: -
 Date Submitted:
 Date of Service: -

Patient Information

Member Name:
 Member Identification Number: 9
 Date of Birth:

Billing Provider

Billing Name:

Rendering Provider

Name: --
 ID: -
 NPI #: -

Procedures

#	Tooth	Surface	Procedure	Date of Service	Procedure Status
1	-	-	D0330 - PANORAMIC FILM	-	Denied
2	-	-	D0340 - CEPHALOMETRIC FILM	-	Allowed
3	-	-	D0210 - INTRAORAL COMPLETE SERIES	-	Allowed
4	-	-	D8080 - COMPRE ORTHO-ADOLESCENT	-	Allowed

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Fig: 5.1.d: Provider Website – My Practice Tab – Individual Claim/TAR Details

If TAR is 'IN PROCESS' the 'Procedure Status' column will not have any values.

Another column on the "My Practice" tab under recent activity is "Check/EFT." This column links the payment record that is associated with a claim. Payment details fall under the category of "Provider Financials." Click the link for a particular check/EFT. The system displays a screen with a field to enter your Medi-Cal PIN to allow you to access the payment details (see Fig: 5.1.e).

The screenshot shows the Medi-Cal Provider Website Application interface. At the top, there is a blue header with the CA.gov logo and a home icon. Below the header, the DHCS logo and "Medi-Cal Dental" text are on the left. A navigation bar contains icons and labels for "My Practice", "Documents", "Payments", "Member History", "Account", and "Contact Us". A search bar and a "Log Out" button are on the right. The main content area has the title "Medi-Cal Provider Website Application" and a breadcrumb "My Practice > Claims". Below this is a location selector showing a text input field, "CA", and a "Change Location" link. The section is titled "Payment History". A prompt says "Enter your Medi-Cal PIN to access financials." followed by a text input field for the PIN and a "Continue" button. The footer contains links for "Conditions of Use", "Privacy Policy", "Accessibility", and "Contact Us", along with the copyright notice "Copyright © 2021 State of California".

Fig: 5.1.e: Provider Website – My Practice Tab – Check/EFT – Enter PIN Screen

If you do not enter the correct Medi-Cal PIN and click the “Continue” button, the following error message displays (see Fig: 5.1.f).

This screenshot shows the same interface as Fig: 5.1.e, but with an error message. A red-bordered box with a red background contains the text "• PIN is not valid". Below this, the "Enter your Medi-Cal PIN to access financials." prompt and the PIN input field remain. The "Continue" button is still present. All other elements of the page, including the header, navigation bar, and footer, are identical to the previous figure.

Fig: 5.1.f: Provider Website – My Practice Tab – Check/EFT – PIN not Valid Screen

Claim and Payment details can also be viewed from their respective tabs “Documents” and “Payments”. (See section 5.2 and 5.3)

5.2 Documents Tab

Click the “Documents” tab to view Your Claims, TARs and Notice Of Authorization for the past two years. You can change the service office location you want to inquire on by selecting “[Change Location](#)”.

You can search claims based on:

- Patient Name
- Document number
- Date of Service
- Claim Amount
- Duration

Medi-Cal Provider Website Application

[My Practice](#) | [Claims](#)

, CA [Change Location](#)

Documents

Search

--Select from list--
 --Select from list--
 By Patient
 By Document Number
 By Date of Service
 By Claim Amount
 By Duration

Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
10/20/2020	PROCESSED TAR	T:	-	-	-
10/20/2020	PROCESSED TAR	T:	-	-	-
10/20/2020	PROCESSED TAR	T:	-	-	-
10/20/2020	PROCESSED TAR	T:	-	-	-
10/20/2020	IN PROCESS	T:	-	-	-

Fig: 5.2.g: Provider Website – Document Tab

Similar to the “My Practice” tab, you can click an individual Document # to display its corresponding details. After you click the Check/EFT # link, the system prompts you to enter your Medi-Cal PIN. This link is not accessible unless you enter the correct Medi-Cal PIN.

5.2.1 Steps to search Documents by Patient Name

Click on Documents tab. Select ‘By Patient’ from the drop-down list under Document tab. Enter any patient’s name whose claims you want to search in the box provided having text ‘Enter Patient Name’ and click on Search button. (see Fig: 5.2.h)

CA.GOV

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Dental

My Practice | Claims

CA Change Location

Documents

Search

By Patient DAYANARA Search Clear Search

Showing 1 of 1

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PROCESSED TAR	T:	-	DAYANARA	-	-	-
	PROCESSED TAR	T:	-	DAYANARA	-	-	-
	PROCESSED TAR	T:	-	DAYANARA	-	-	-
	IN PROCESS	T:	-	DAYANARA	-	-	-
	PAID CLAIM	N:		DAYANARA			
	PAID CLAIM	N:		DAYANARA			
	PAID CLAIM	N:		DAYANARA			
	PROCESSED TAR	T:	-	DAYANARA	-	-	-

Fig: 5.2.h: Provider Website: Document Tab (Search by Patient Name)

5.2.1.1 If wrong patient name entered or a name entered which does not exist in the list

If you enter a wrong patient name:

CA.GOV

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Dental

My Practice | Claims

CA Change Location

Documents

Search

By Patient XXXXX12333 Search Clear Search

Showing 0 of 0

No Claims Found

Please match the requested format.
Enter patient name using alphabetical (a-z) letters only.

Submitted Date T # Patient Date of Service Date Paid Claim Amount

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Fig: 5.2.1.1.a: Provider Website: Documents Tab: Wrong format of patient name

When you enter a name, which does not exist in the list:

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main content area is titled 'Medi-Cal Provider Website Application' and shows the 'Documents' tab selected. A search dropdown is set to 'By Patient' and the search term 'madhura' is entered. The results show 'Showing 0 of 0' and 'No Claims Found'. Red arrows point to the search dropdown, the search input field, and the 'No Claims Found' message.

Fig: 5.2.1.1.b: Provider Website: Document Tab: Wrong patient name entered

5.2.2 Steps to search Claims, TARs and Notice Of Authorization by Document Number

Click on Documents tab. Select 'By Document Number' from the drop-down list under Documents tab. Enter any Claim, TAR or NOA number you want to search in the box provided having text 'Enter Document Number' and click on Search button. (see Fig: 5.2.2.k)

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main content area is titled 'Medi-Cal Provider Website Application' and shows the 'Documents' tab selected. A search dropdown is set to 'By Document Number' and the search term '0176' is entered. The results show 'Showing 1 of 1' and a table with one row. Red arrows point to the search dropdown, the search input field, and the 'Showing 1 of 1' message.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PAID CLAIM	N: 0176					
	PROCESSED TAR	T: 0176	-		-	-	-

Fig: 5.2.2.i: Provider Website: Document Tab: Search by Claim/TAR Number

5.2.2.1 If you enter an invalid number or a number which does not exist.

If you enter an invalid number with alphabets:

The screenshot shows the 'Medi-Cal Provider Website Application' interface. At the top, there is a navigation bar with links: My Practice, Documents, Payments, Member History, Account, and Contact Us. Below this, the 'Documents' tab is selected. The search section shows a dropdown menu set to 'By Document Number' and a search input field containing 'XXXXXXXX'. A red arrow points to the search input field, and another red arrow points to the search button. A tooltip message appears over the search input field, stating: 'Please match the requested format. Enter Document Number (Only numbers allowed)'. Below the search section, a table displays search results. The table has columns: Submitted Date, Status, Document #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The table shows two rows of results, both with a status of 'PROCESSED TAR' and a document number of 'T:'. A red arrow points to the 'Check/EFT #' column header.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PROCESSED TAR	T:	-		-	-	-
	PROCESSED TAR	T:	-		-	-	-

Fig: 5.2.2.1.a: Provider Website: Document Tab: Invalid Document number entered

If you enter a number which does not exist in the list:

The screenshot shows the 'Medi-Cal Provider Website Application' interface. At the top, there is a navigation bar with links: My Practice, Documents, Payments, Member History, Account, and Contact Us. Below this, the 'Documents' tab is selected. The search section shows a dropdown menu set to 'By Document Number' and a search input field containing '12345678'. A red arrow points to the search input field, and another red arrow points to the search button. Below the search section, a message states: 'Showing 0 of 0' and 'No Claims Found'. A red arrow points to the 'No Claims Found' message.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
No Claims Found							

Fig: 5.2.2.1.b: Provider Website: Documents Tab: Wrong Document Number entered

5.2.3 Steps to search Documents by Date of Service.

Click on Documents tab. Select 'By Date of Service' from the drop-down list under Documents tab. Enter a date of service of the claim you want to search in the date picker in MM/DD/YYYY format or select from the calendar and click on Search button. (see Fig: 5.2.3.m)

The date selected for search will only display claims that match the earliest date of service listed on your claims. If the claims contain other date of service, you will be able to view them in claim details.

The screenshot shows the Medi-Cal Provider Website Application interface. At the top, there's a navigation bar with the CA.GOV logo and a home icon. Below it, the DHCS Medi-Cal Dental logo is on the left, and a series of icons for My Practice, Documents, Payments, Member History, Account, and Contact Us are on the right. A search bar and a Log Out button are also present.

The main heading is "Medi-Cal Provider Website Application". Below it, there's a breadcrumb "My Practice | Claims". A location selector shows a text box followed by ", CA" and a "Change Location" link.

The "Documents" section features a "Search" area with a dropdown menu set to "By Date of Service" (indicated by a red arrow), a date input field containing "05/29/2020" (indicated by a red arrow), and "Search" and "Clear Search" buttons.

A note states: "NOTE: The date entered for your search will result in displaying claims that match the earliest date of service listed on your claim. If the claim contains other dates of service you will be able to view them in the claim detail. To view the claim detail, click on the DCN that is displayed in the search results list."

Below the note, it says "Showing 1 of 1". A table displays the search results with the following columns: Submitted Date, Status, Document #, Check/EFT #, Patient, Date of Service (indicated by a red arrow), Date Paid, and Claim Amount. The table contains two rows of data, both with a status of "PAID CLAIM".

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PAID CLAIM	C:			05/29/2020		
	PAID CLAIM	N:			05/29/2020		

Fig: 5.2.3.j: Provider Website: Documents Tab- Search by Date of Service

5.2.3.1 If you enter or select a date of service which does not exist for any claim:

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is 'Medi-Cal Provider Website Application'. Below this, there is a section for 'My Practice' and 'Claims'. A location dropdown is set to 'CA' with a 'Change Location' link. The 'Documents' tab is active, and the search criteria are 'By Date of Service' and '07/14/2020'. The search results show 'No Claims Found'. A red arrow points to the 'Search' button, and another red arrow points to the 'By Date of Service' dropdown menu.

Search

By Date of Service

NOTE: The date entered for your search will result in displaying claims that match the earliest date of service listed on your claim. If the claim contains other dates of service you will be able to view them in the claim detail. To view the claim detail, click on the DCN that is displayed in the search results list.

Showing 0 of 0

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
No Claims Found							

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Fig. 5.2.3.1.a: Provider Website: Documents Tab- Search by Date of Service (wrong date selected)

5.2.4 Steps to search Documents by Claim Amount

Click on Documents tab. Select 'By Claim Amount' from the drop-down list under Documents tab. You will see a drop-down having values 'Equals to', 'Less than' and 'Greater Than', along with a text box where you will enter a value you want to search depending on the selection from the drop down and click on Search button. (see Fig: 5.2.4.k)

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is 'Medi-Cal Provider Website Application'. Below this, there is a section for 'My Practice' and 'Claims'. A location dropdown is set to 'CA' with a 'Change Location' link. The 'Documents' tab is active, and the search criteria are 'By Claim Amount' and 'Enter Claim Amount'. The search results show 'Showing 1 of 59'. A table displays two rows of data. A red arrow points to the 'Search' button, and another red arrow points to the 'By Claim Amount' dropdown menu.

Search

By Claim Amount

Showing 1 of 59

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
<input type="text"/>	PROCESSED TAR	T: <input type="text"/>	-	<input type="text"/>	-	-	-
<input type="text"/>	PROCESSED TAR	T: <input type="text"/>	-	<input type="text"/>	-	-	-

Fig. 5.2.4.k: Provider Website: Documents Tab- Search by Claim Amount

On selection of Equal to: You can enter a specific amount in the text box, you want to search and get claims of that specific amount.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is 'Medi-Cal Provider Website Application'. Below it, there's a section for 'My Practice' and 'Claims'. A search bar is present with a dropdown menu set to 'By Claim Amount', a radio button selected for 'equal to', and a text box containing '35'. The search results show 1 of 1 claim.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PAID CLAIM	C:					35.00
	PAID CLAIM	C:					35.00
	PAID CLAIM	C:					35.00
	PAID CLAIM	C:					35.00
	PAID CLAIM	C:					35.00
	PAID CLAIM	C:					35.00
	PAID CLAIM	N:					35.00

Fig: 5.2.4.l: Provider Website: Documents Tab- Search by Claim Amount (Equals to)

On selection of Less than: You can enter an amount in the text box and get all the claims less than the entered amount.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is 'Medi-Cal Provider Website Application'. Below it, there's a section for 'My Practice' and 'Claims'. A search bar is present with a dropdown menu set to 'By Claim Amount', a radio button selected for 'less than', and a text box containing '300'. The search results show 1 of 12 claims.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
06/17/2020	PAID CLAIM	N:					294.00
06/15/2020	PAID CLAIM	C:					35.00
06/15/2020	PAID CLAIM	C:					35.00
03/24/2020	PAID CLAIM	C:					35.00
03/24/2020	PAID CLAIM	C:					0.00
12/10/2019	PAID CLAIM	N:					294.00
12/04/2019	PAID CLAIM	N:					294.00

Fig: 5.2.4.m: Provider Website: Documents Tab- Search by Claim Amount (Less Than)

On selection of Greater than: You can enter an amount and get all the claims greater than the entered amount.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is "Medi-Cal Provider Website Application". Below this, there's a section for "My Practice" and "Claims". A location dropdown is set to "CA" with a "Change Location" link. The "Documents" section has a search bar with three dropdowns: "By Claim Amount", "greater than", and "250". A red arrow points to the "greater than" dropdown. Below the search bar, a table displays search results. A red arrow points to the "Claim Amount" column header. The table shows 15 results, with the first row highlighted. The table columns are: Submitted Date, Status, Document #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount.

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
06/17/2020	PAID CLAIM	N:					294.00
04/01/2020	PAID CLAIM	N:					1148.00
04/01/2020	PAID CLAIM	N:					1148.00
03/27/2020	PAID CLAIM	N:					1148.00
03/24/2020	PAID CLAIM	N:					1148.00
02/04/2020	PAID CLAIM	N:					1130.00

Fig: 5.2.4.n: Provider Website: Documents Tab- Search by Claim Amount (Greater Than)

5.2.4.1 If you enter an invalid amount:

This message will be displayed for any selection from the drop down if incorrect amount entered.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Documents, Payments, Member History, Account, and Contact Us. The main heading is "Medi-Cal Provider Website Application". Below this, there's a section for "My Practice" and "Claims". A location dropdown is set to "CA" with a "Change Location" link. The "Documents" section has a search bar with three dropdowns: "By Claim Amount", "equal to", and "SSSS". A red arrow points to the "SSSS" dropdown. Below the search bar, a table displays search results. A red arrow points to the "Claim Amount" column header. The table shows 59 results, with the first row highlighted. The table columns are: Submitted Date, Status, Document #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. An error message is displayed below the search bar: "Please match the requested format. Enter Claim Amount (Only numbers till two decimal places allowed)."

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount

Fig: 5.2.4.1.a: Provider Website: Documents Tab- Search by Claim Amount (If invalid amount entered)

5.2.5 Steps to search Documents by Duration.

Click Documents tab. Select 'By Duration' from the drop-down list under Documents tab. You will see a drop-down having values 'Last 30 days', 'Last 60 days' and 'Last 90 days' and 'All'. You can select any value based on the duration and click 'Search'. (see Fig: 5.2.5.o)

The screenshot shows the 'Medi-Cal Provider Website Application' interface. The 'Documents' tab is selected in the top navigation bar. Below the navigation bar, there's a search section with a dropdown menu set to 'By Duration'. The dropdown menu is open, showing options: '--Select from list--', 'Last 30 days', 'Last 60 days', 'Last 90 days', and 'All'. A red arrow points to the 'Search' button. Below the search section, there's a table with columns: Submitted Date, Status, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The first row shows '10/20/2020' and 'PROCESS'.

Fig: 5.2.5.o: Provider Website: Document Tab- Search by Duration

5.3 Payments Tab

To check your financial information, click the "Payments" tab and enter the Medi-Cal PIN that is specific to your office location (see Fig: 5.3.1.p).

5.3.1 Scenario 1: When provider enters correct PIN.

The screenshot shows the 'Medi-Cal Provider Website Application' interface. The 'Payments' tab is selected in the top navigation bar. Below the navigation bar, there's a section titled 'Payment History'. It contains a prompt: 'Enter your Medi-Cal PIN to access financials.' followed by a text input field and a 'Continue' button. The footer of the page includes links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2021 State of California'.

Fig: 5.3.1.p: Provider Website – Payments Tab – Enter PIN

After you enter the PIN correctly, the system goes to the “Payment History” screen and you can view your payment history (see Fig: 5.3.1.q).

CA.GOV

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

My Practice | Claims

CA Change Location

Payment History

Week Ending	Check/EFT #	Status	Amount
10/08/2020		Automatic	
10/01/2020		Automatic	
09/24/2020		Automatic	
09/17/2020		Automatic	
09/11/2020		Automatic	\$588.00
09/03/2020		Automatic	
08/13/2020		Automatic	

Year to Date

Income/expense YTD Amount

Earnings

Amount Paid

Monthly Claims

Month Amount Paid Claims Count

Fig: 5.3.1.q: Provider Website – Payments Tab – Payment History

Similar to “My Practice” and “Documents” tabs, you can view your Check/EFT by clicking the applicable Check/EFT # link in the Check/EFT # column (see Fig: 5.3.2.r).

CA.GOV

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

My Practice | Checks

Check # 00

Issue Date:

Amount: \$

Status: -

Status Date: -

Type: Automatic

Reason: AP-CHECK

Paid Under Check: -

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Fig: 5.3.2.r: Provider Website – Payments Tab – Check/EFT#

5.3.2 Scenario 2: When provider enters an incorrect PIN.

If you enter an incorrect PIN, you cannot view your payment history and the “PIN is not valid” message displays (see Fig: 5.3.2.s).

The screenshot shows the Medi-Cal Provider Website Application interface. At the top, there is a navigation bar with the CA.GOV logo, a home icon, and the Medi-Cal Dental logo. Below this, a secondary navigation bar contains links for My Practice, Documents, Payments (highlighted with a red arrow), Member History, Account, and Contact Us. A search bar and a Log Out button are also present. The main content area is titled 'Medi-Cal Provider Website Application' and includes a breadcrumb trail for 'My Practice' > 'Claims'. A location dropdown menu is set to 'CA' with a 'Change Location' link. The 'Payment History' section features a red error message: '• PIN is not valid'. Below this, a prompt asks the user to 'Enter your Medi-Cal PIN to access financials.' with an input field and a 'Continue' button. The footer contains links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with a copyright notice for 2021 State of California.

Fig: 5.3.2.s: Provider Website – Payments Tab – PIN not Valid

5.4 Account Tab

You can view and edit/update your personal information like Email Address, First Name, Last Name, Password and Security Questions.

5.4.1 Scenario 1: If a Provider is an Administrator (Admin).

The Medi-Cal Provider Website’s administrator has different rights than regular users. Admin providers can view and update the details of other users through the “Manage Users” tab (see Fig: 5.4.1.t).

Medi-Cal Provider Website Application

User Profile

My Profile Manage Users

Username:

Contact Information

E-mail Address

First Name

Last Name

Update Password

Current Password

Password Reminder

If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

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Fig: 5.4.1.t: Provider Website – Account Tab – Admin User

5.4.2 Scenario 2: When a provider is a Regular User.

Regular Users cannot view the “Manage Users” tab. They can only update/view their own details (see Fig: 5.4.2.u).

CA .GOV

Medi-Cal Dental [Log Out](#)

Medi-Cal Provider Website Application

User Profile

Username:

Contact Information

E-mail Address

First Name

Last Name

Update Password
Current Password
 [Change Password](#)

Password Reminder
If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

[Update Profile](#)

[Conditions of Use](#) [Privacy Policy](#) [Accessibility](#) [Contact Us](#)

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Fig: 5.4.2.u: Provider Website – Account Tab – Regular User

5.4.3 Scenario 3: Successfully changing Password from the Accounts Page.

To update your password, click the “Change Password” button on the “Accounts” tab. The section to update the password expands and you can successfully change your password (see Fig: 5.4.3.n and Fig: 5.4.3.v).

The screenshot displays the 'Medi-Cal Provider Website Application' interface. At the top, there is a navigation bar with the 'CA.GOV' logo and a home icon. Below this, the 'Medi-Cal Dental' logo is followed by a series of icons and labels: 'My Practice', 'Documents', 'Payments', 'Member History', 'Account', and 'Contact Us'. A search bar and a 'Log Out' button are also present. The main content area is titled 'User Profile' and includes a sidebar with 'My Profile' and 'Manage Users' links. The 'Update Password' section is expanded, showing a 'Current Password' input field and a 'Change Password' button. A red arrow points to the 'Change Password' button.

Fig: 5.4.3.v: Provider Website – Account Tab – Change Password Button

Medi-Cal Provider Website Application

User Profile

My Profile Username:

Manage Users

Contact Information


E-mail Address

First Name

Last Name

Update Password

To update password, your new password and confirm password must match. Remember passwords are case-sensitive.

Current Password 

New Password

Confirm Password

[Cancel](#)

Password Reminder

If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

[Update Profile](#)

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 5.4.3.w: Provider Website- Account Tab- Change Password

5.4.4 Scenario 4: When a Provider successfully updates their password – Account tab.

Click the “Change Password” button to expand the section and update your password. Update the “Current Password,” “New Password,” and “Confirm Password” fields based on the password rules.

After you click the “Update Profile” button, the “User Profile Updated Successfully” message displays, and the update password section closes.

The screenshot shows the Medi-Cal Provider Website Application interface. At the top, there is a navigation bar with the CA.GOV logo, a home icon, and the Medi-Cal Dental logo. Below this, a secondary navigation bar contains links for My Practice, Documents, Payments, Member History, Account, and Contact Us, along with a search bar and a Log Out button. The main content area is titled "Medi-Cal Provider Website Application" and "User Profile". On the left, there are links for "My Profile" and "Manage Users". The "My Profile" section is active, displaying a green success message: "User profile updated successfully." Below this, there are input fields for Username, Contact Information (E-mail Address, First Name, Last Name), and an Update Password section with a Current Password field and a Change Password button.

Fig: 5.4.4.x: Provider Website – Account Tab – Password updated successfully

5.4.5 Scenario 5: When a Provider is unable to update their password through the Account tab.

You can update your password from the “Account” tab. However, this process fails if it is not performed correctly.

If you enter a new password that is the same as the current password, an error message displays (see Fig: 5.4.4.y).

The screenshot shows the Medi-Cal Provider Website Application interface, similar to the previous one. However, the success message is replaced by a red error message: "Please enter a new password different form the current password." The rest of the interface, including the navigation bar and the "User Profile" section, remains the same.

Fig: 5.4.5.y: Provider Website – Account Tab – If new password same as current password

If you enter any of the 24 previously used passwords, an error message displays (see Fig: 5.4.4.z).

The screenshot shows the 'User Profile' page of the Medi-Cal Provider Website Application. The page has a blue header with the 'CA.GOV' logo and a navigation bar with links: My Practice, Documents, Payments, Member History, Account, and Contact Us. A 'Log Out' button is in the top right. The main content area is titled 'User Profile' and has two tabs: 'My Profile' and 'Manage Users'. A red error message box is displayed, stating: 'New password should not be same as the current or the previous 24.' Below the message is a 'Username:' label and an empty text input field.

Fig: 5.4.5.z: Provider Website- Account Tab – If new password is the same as the 24 previously used passwords

If the New Password and Confirm Password do not match, an error message displays (see Fig: 5.4.4.A).

The screenshot shows the 'User Profile' page of the Medi-Cal Provider Website Application. The page has a blue header with the 'CA.GOV' logo and a navigation bar with links: My Practice, Documents, Payments, Member History, Account, and Contact Us. A 'Log Out' button is in the top right. The main content area is titled 'User Profile' and has two tabs: 'My Profile' and 'Manage Users'. A red error message box is displayed, stating: 'New Password and Confirm Password did not match.' Below the message is a 'Username:' label and an empty text input field.

Fig: 5.4.5.A: Provider Website – Account Tab – If New Password and Confirm Password do not match

If the New Password does not conform to the password rules, the following message displays (see Fig: 5.4.4.B).

The screenshot shows a dialog box for password rules. It has two input fields: 'Current Password' and 'New Password', both with masked characters. A 'Cancel' button is to the right of the 'New Password' field. A tooltip is displayed over the 'New Password' field, containing the following text: 'You must use this format: The password must contain characters from at least three of the following categories: a. Uppercase letters (A through Z) b. Lowercase letters (a through z) c. Base 10 digits (0 through 9) d. Non-alphanumeric characters (special characters) (for example, !, \$, #, %)'.

Fig: 5.4.5.B: Provider Website- Account Tab – If New Password does not conform to the Password Rules

5.5 Member History Tab

To view member history, click 'Member History' tab. Data or the member history displayed, is for the past two (2) years.

The screenshot shows the 'Medi-Cal Provider Website Application' interface. At the top, there is a navigation bar with the 'CA.GOV' logo and a home icon. Below this, the 'Medi-Cal Dental' logo is followed by a series of icons and labels: 'My Practice', 'Documents', 'Payments', 'Member History' (which is highlighted with a red arrow), 'Account', and 'Contact Us'. A 'Log Out' button is located on the far right. The main content area is titled 'Medi-Cal Provider Website Application'. Below the title, there is a breadcrumb trail: 'My Practice' > 'Member History'. A red arrow points to the 'Member History' link. Below the breadcrumb, there is a section labeled '* Member Identification Number' with a text input field. A red arrow points to this input field. Below the input field is a blue button labeled 'Check Member History' with a red arrow pointing to it. At the bottom of the main content area, there is a small text line: 'Current Dental Terminology (CDT)© American Dental Association (ADA). All rights reserved.' The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', followed by the copyright notice 'Copyright © 2021 State of California'.

Fig: 5.5.C: Provider Website- Member History Tab – Enter Member Identification Number

Enter 'Member Identification Number' in the text box provided and click button 'Check Member History'. (see Fig: 5.5.C)

After clicking the button Member Name, Member Identification, and Date of Birth is displayed under Member Information section. Procedure information like Tooth/Arch/Quadrant, Surface, Procedure Name, Date of Service and Procedure Status is displayed under Procedures section. The Procedure Status will inform you if the procedure was 'Allowed' or 'Denied'.

Procedures performed for the last two years are displayed and a note stating this is also visible under the member information. The note will also display date of service parameters of those procedures. (see Fig: 5.5.D)

The screenshot shows the 'Medi-Cal Provider Website Application' interface. At the top, there's a navigation bar with links: My Practice, Documents, Payments, Member History (active), Account, and Contact Us. Below this, the 'Member History' tab is selected. A form for 'Member Identification Number' is present with a 'Check Member History' button. Below the form, 'Member Information' fields for Name, ID Number, and Date of Birth are shown. A red-bordered note states: 'NOTE: Member History data is updated on a weekly basis and includes information for the past two years. Procedures for service dates between 03/09/2020 and 06/26/2020.' Below the note is a table titled 'Procedures' with columns: Tooth Arch Quadrant, Surface, Procedure, Date of Service, and Procedure Status. The table contains several rows, some with 'Allowed' and some with 'Denied' status. At the bottom, there are links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with a copyright notice for 2021 State of California.

Fig: 5.5.D: Provider Website- Member History Tab – Member History/ Procedure Details Page

5.5.1 Scenario 1: If you enter an invalid member identification number.

This screenshot shows the same interface as Fig 5.5.D, but with an error message: 'Please enter a valid number' in a red box above the 'Member Identification Number' input field. A red arrow points to the input field, and another red arrow points to the 'Check Member History' button. The rest of the page, including the navigation bar and footer, remains the same.

Fig: 5.5.E: Provider Website- Member History Tab – Invalid Member Identification Number Entered

5.5.2 Scenario 2: If you enter the member identification number in a wrong format.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar includes the CA.GOV logo, a home icon, and the Medi-Cal Dental logo. Below the logo is a horizontal menu with links: My Practice, Documents, Payments, Member History, Account, and Contact Us. A search bar and a Log Out button are on the right. The main heading is "Medi-Cal Provider Website Application". Below it, the breadcrumb "My Practice > Member History" is shown. The "Member Identification Number" field contains the text "aaagggmmmm". A red arrow points to an error message box that says: "Please match the requested format. Member Identification Number allow Alphanumeric values, can allow all numbers but NOT all characters. Current Dental Terminology (CDT)© American Dental Association (ADA). All rights reserved." The footer contains links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with the copyright notice "Copyright © 2021 State of California".

Fig: 5.5.F: Provider Website- Member History Tab – Wrong Member Identification Number Entered

5.5.3 Scenario 3: If member has no previous history.

The screenshot shows the Medi-Cal Provider Website Application interface. The top navigation bar is identical to the previous screenshot. The main heading is "Medi-Cal Provider Website Application". Below it, the breadcrumb "My Practice > Member History" is shown. The "Member Identification Number" field is empty. Below it is a "Check Member History" button. The "Member Information" section shows fields for Member Name, Member Identification Number, and Date of Birth, all of which are empty. The "Procedures" section shows a message "No records found" with a red arrow pointing to it. The footer is identical to the previous screenshot.

Fig: 5.5.G: Provider Website- Member History Tab – No Member History to Display

6 Administrator Functionality Features

6.1 Manage Users

Providers who are administrators (admin) of the Medi-Cal Provider Website Application can only view the “Manage Users” tab from the “Accounts” tab (see Fig: 6.1.a).

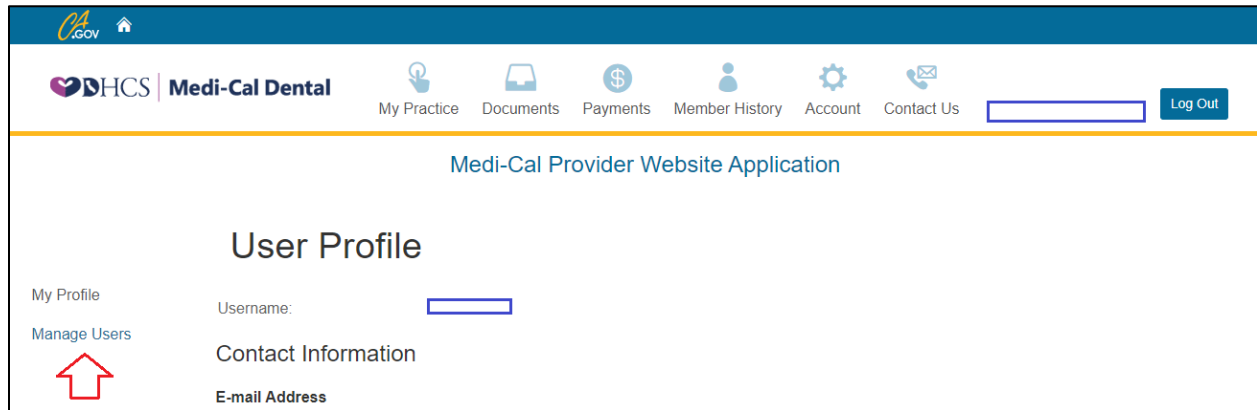


Fig: 6.1.a: Provider Website- Account Tab – Manage User Tab

An admin provider clicks the “Manage Users” link to display the “Add User” button and a list of users (providers) of the website along with their details like First Name, Last Name, Email, Username and Registered type. Admins can edit user information, delete their records or “Re-Send Invite” to unregistered providers (see Fig: 6.1.b).

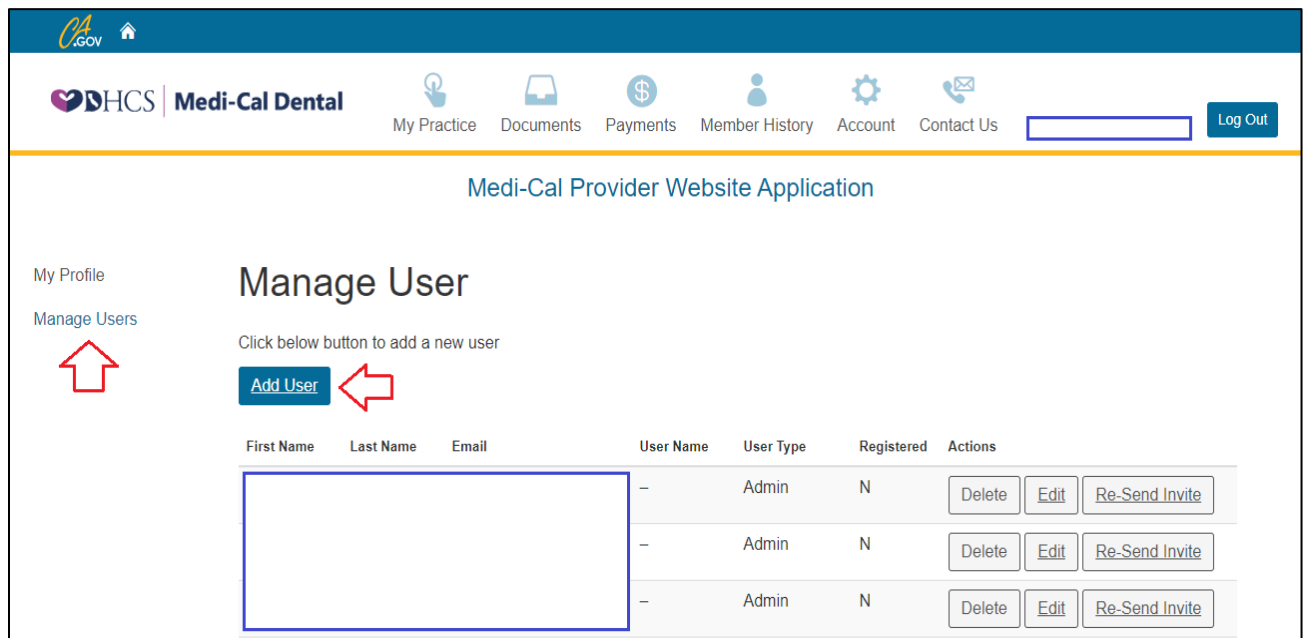


Fig: 6.1.b: Provider Website – Manage User Page

6.1.1 Add User

A Provider with admin rights clicks the “Add User” button to add users. After you click the “Add User” button, the system goes to the “Add User” page. Enter provider details like First Name, Last Name, Email Address and User Type (see Fig: 6.1.1.c).

After entering the correct details, click the “Invite” button to send an email with a registration link to the provider (see Fig: 6.1.1.d).

CA.gov

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Dental

Medi-Cal Provider Website Application

My Profile

Manage Users

Add User

• Invitation sent successfully.

Please enter details to add a new user

First Name

Last Name

Email

*User Type

Admin

Invite Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 6.1.1.c: Provider Website – Add User Page

DHCS Medi-Cal Dental

Dear xxx

You have been successfully added to our provider portal. Please use the following link to complete your registration.

[Registration Link](#)

California Medi-Cal Dental Program, P.O. BOX 15539, Sacramento, CA 95852-1539 | [Denti-Cal Privacy Policy](#)

Fig: 6.1.1.d: Provider Website – Email Sent to the added User with a Registration Link

When a newly added provider clicks the “Registration Link,” the system goes to Registration Page 1. Validate the details by correctly entering the Email, First Name and Last Name. To go to the next registration step, click the “Validate” button (see Fig: 6.1.1.e). After registering, the registered type from the user list updates from “N” to “Y.”

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Registration Page 1

Please enter authorized details for successful registration

Email

First Name

Last Name

Validate **Cancel**

[Conditions of Use](#) [Privacy Policy](#) [Accessibility](#) [Contact Us](#)

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Fig: 6.1.1.e: Provider Website – Registration Page 1 for Added Users

Registration Page 2 is same as the registration process (see Fig: 3.1.c).

6.1.1.1 Scenario 1: If Provider enters details with same combination of First Name, Last Name and Email of an already added user.

If you enter the First Name, Last Name and Email address (using the same combination) of an already registered user, an error message “User already exists” displays. (See Fig: 6.1.1.1.f)

The screenshot displays the 'Medi-Cal Provider Website Application' interface. At the top, there is a navigation bar with the 'CA.GOV' logo, a home icon, and the 'DHCS | Medi-Cal Dental' branding. Below this, a secondary navigation bar contains links for 'My Practice', 'Documents', 'Payments', 'Member History', 'Account', and 'Contact Us', along with a search bar and a 'Log Out' button. The main content area is titled 'Medi-Cal Provider Website Application' and features a sidebar with 'My Profile' and 'Manage Users' options. The central section is titled 'Add User' and contains a red error message: '• User already exists.' Below the message, a prompt reads 'Please enter details to add a new user'. The form includes input fields for 'First Name' (placeholder: 'Enter First Name'), 'Last Name' (placeholder: 'Enter Last Name'), and 'Email' (placeholder: 'Enter Email Address'). A dropdown menu for '*User Type' is set to 'Select User Type'. At the bottom of the form are 'Invite' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 'Copyright © 2021 State of California'.

Fig: 6.1.1.1.f: Provider Website – User already exists while adding user

6.1.1.2 Scenario 2: If Provider enters invalid details.

If you enter an invalid Email address or do not select the correct User Type, an error message displays, and the invalid fields are highlighted (see Fig: 6.1.1.2.g).

The screenshot shows the 'Add User' form in the Medi-Cal Provider Website Application. The form is titled 'Add User' and includes a sidebar with 'My Profile' and 'Manage Users'. The main content area has the heading 'Please enter details to add a new user'. Below this, there are four input fields: 'First Name' (containing 'XXX'), 'Last Name' (containing 'XXX'), 'Email' (containing 'XXX'), and 'User Type' (a dropdown menu with 'Admin' selected). The 'Email' field is highlighted with a blue border, and a red arrow points to it from an error message box that says 'Please enter valid Email Address'. Another red arrow points to the 'Invite' button at the bottom of the form. The top navigation bar includes links for 'My Practice', 'Documents', 'Payments', 'Member History', 'Account', and 'Contact Us', along with a 'Log Out' button. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for the State of California.

Fig: 6.1.1.1.g: Provider Website – Invalid Details Entered while Adding User

If an added user tries to register with invalid details by using the “Registration Link” from the email, the user is not validated and will be unable to register. The “Invalid Details Entered” error message displays (see Fig: 6.1.1.2.h).

The screenshot shows the 'Registration Page 1' of the Medi-Cal Dental website. At the top, there is a blue header with the 'CA.GOV' logo, a home icon, and the 'DHCS | Medi-Cal Dental' logo. To the right of the header are links for 'My Practice' and 'Contact Us'. Below the header, the page title 'Registration Page 1' is displayed. A red error message box states 'Invalid details entered.' Below this, a prompt says 'Please enter authorized details for successful registration'. The form includes three input fields: 'Email' (with placeholder 'Enter Email Address'), 'First Name' (with placeholder 'Enter First Name'), and 'Last Name' (with placeholder 'Enter Last Name'). At the bottom of the form are 'Validate' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2020 State of California'.

Fig: 6.1.1.2.h: Provider Website – Invalid Details Entered by Added User while Registering on Page 1

6.1.1.3 When an added user tries to register.

After the provider is validated in the previous step, the system goes to Step 2 of the registration process. The First Name, Last Name and Email fields auto populate along with the NPI and TIN number (see Fig: 6.1.1.3.i).

The screenshot shows the 'Create Account | Registration' page. The header is identical to the previous page. The main heading is 'Create Account | Registration'. Below it, a prompt says 'Please fill out all fields.' The form is divided into two sections: 'Your Information' and 'Create Account'. The 'Your Information' section includes fields for 'Billing NPI Number', 'TIN/Social Security Number (SSN), or Payment ID', 'First Name' (auto-populated with 'XXXXX'), 'Last Name' (auto-populated with 'XXXXX'), and 'Email'. The 'Create Account' section includes fields for 'Username' and 'Password' (with a sub-label 'Password (case-sensitive)').

Fig: 6.1.1.3.i: Registration Page 2 for an Added User

All other fields are the same as the normal registration. An error message displays if you try to register with a username that is already in use. (See Fig: 6.1.1.3.j)

Create Account | Registration

- Username invalid or username already exists.

Please fill out all fields.

Your Information

Billing NPI Number:

TIN/Social Security Number (SSN), or Payment ID: *****

First Name:

Last Name:

Email:

Username

Fig: 6.1.1.3.j: Registration Page 2- Username invalid or username already exists

6.1.2 Edit Users

Administrators click the “Edit” button to edit details of any user from the user list (see Fig: 6.1.2.k).

Medi-Cal Provider Website Application

My Profile
Manage Users

Click below button to add a new user

[Add User](#)

First Name	Last Name	Email	User Name	User Type	Registered	Actions
			-	Admin	N	Delete Edit Re-Send Invite
			-	Admin	N	Delete Edit Re-Send Invite
			-	Admin	N	Delete Edit Re-Send Invite

Fig: 6.1.2.k: Provider Website – Edit Button

Click the “Edit” button to go to the “Edit User” page where administrators can edit/update provider details like Email address and User Type (see Fig: 6.1.2.l).

CA.GOV

Medi-Cal Dental

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

My Profile

Manage Users

First Name: [Text Box]

Last Name: [Text Box]

Email: [Text Box] @delta.org

User Type: Regular User

Update Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2021 State of California

Fig: 6.1.2.l: Provider Website – Edit User Page

6.1.2.1 Scenario 1: If provider enters invalid details.

If you enter an incorrect Email address, an error message displays. The field is highlighted, and you cannot update the details (see Fig: 6.1.2.1.m).

CA.GOV

Medi-Cal Dental

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

My Profile

Manage Users

First Name: [Text Box]

Last Name: [Text Box]

Email: [Text Box]

User Type: Admin

Please enter valid Email Address

Update Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 6.1.2.1.m: Provider Website – Edit User Page, Invalid Details Entered

6.1.3 Delete Users

Administrators click the “Delete” button to delete details of any user from the user list (see Fig: 6.1.3.n).

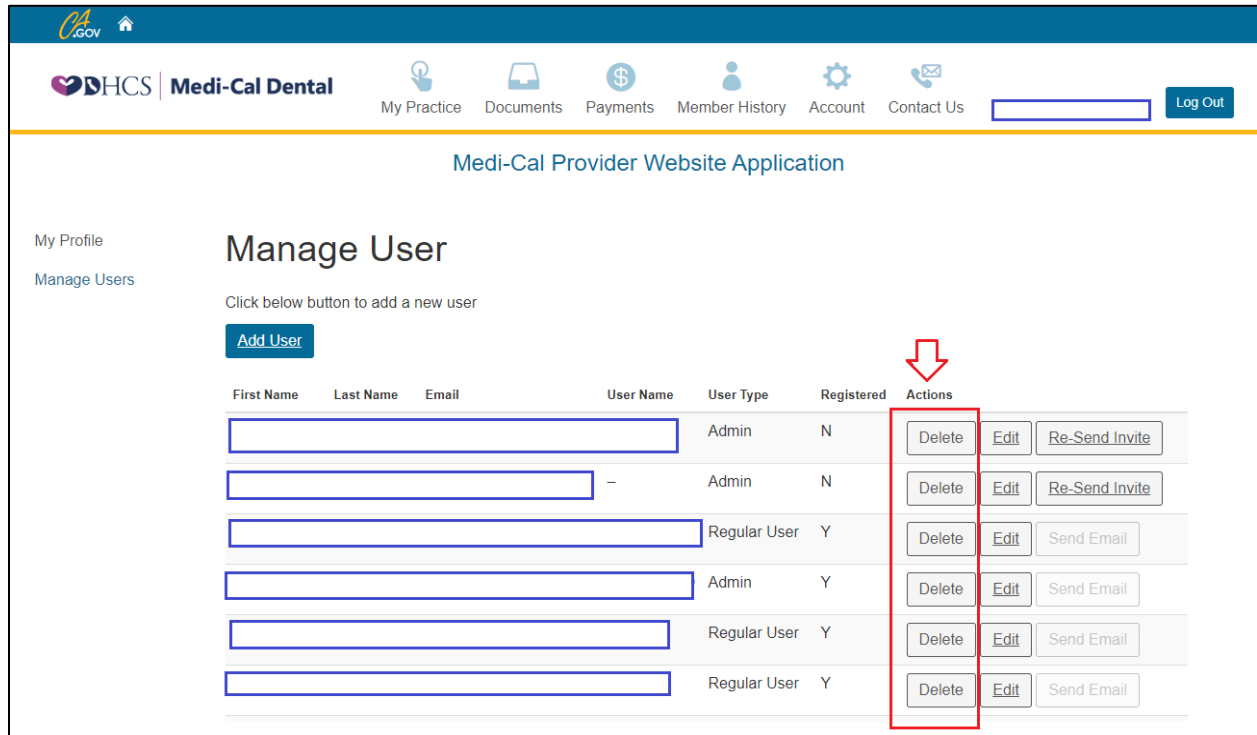


Fig: 6.1.3.n: Provider Website – Delete Button from User List

A “Confirmation” message displays. Click the “Confirm Delete” button to confirm the deletion (see Fig: 6.1.3.o).

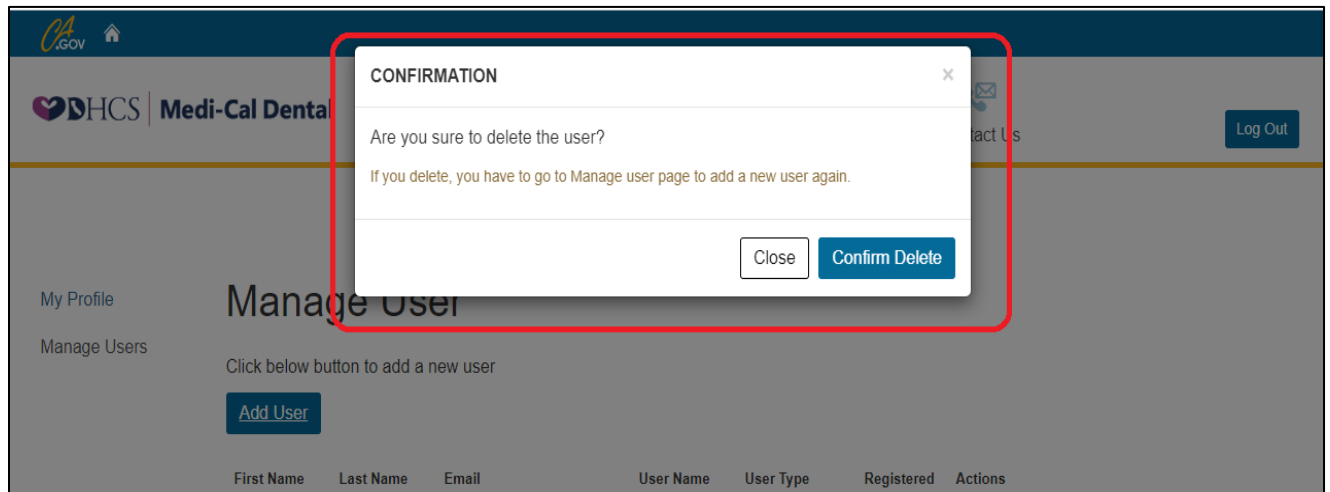


Fig: 6.1.3.o: Provider Website – Delete Button – Confirm Delete Pop Up

After you click the “Confirm Delete” button, the user is removed from the list and the list is updated (see Fig: 6.1.3.p).

My Profile
Manage Users

Manage User

Click below button to add a new user

[Add User](#)

First Name	Last Name	Email	User Name	User Type	Registered	Actions
				Admin	N	Delete Edit Re-Send Invite
			-	Admin	N	Delete Edit Re-Send Invite
				Regular User	Y	Delete Edit Send Email
				Admin	Y	Delete Edit Send Email

Fig: 6.1.3.p: Provider Website – Updated List after Deleting a User

7 Reporting a Missed Appointment Feature

You can report any missed member appointments to Medi-Cal Staff through a link available on your “My Practice” page (see Fig: 7.a).

CA.GOV

My Practice Documents Payments Member History Account Contact Us

Medi-Cal Provider Website Application

CA [Change Location](#)

Recent Activity

Documents

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
10/20/2020					-	-	-
10/20/2020					-	-	-
10/20/2020					-	-	-
10/20/2020					-	-	-

Provider Resources

- [Electronic Data Interchange \(EDI\)](#)
- [Forms Reorder](#)
- [Provider Application Forms](#)
- [Provider Bulletins](#)
- [Provider Email List Sign Up](#)
- [Provider Enrollment Tool Kit](#)
- [Provider Frequently Asked Questions \(FAQs\)](#)
- [Provider Handbook](#)
- [Provider Training Seminars/Webinars](#)



[Report a missed appointment](#)







Fig: 7.a: Provider Website – Missed Appointment Link on the My Practice Page

Click the “Report a missed appointment” link to go the “Missed Appointment Notification” form page. Some provider details auto populate; however, auto populated information can be changed, if needed. Complete the Member Information correctly. Indicate if the member has missed any prior appointments and select the verification statement. Click the “Send” button to submit the form (see Fig: 7.b).

Auto populated fields will have values entered during registration. Billing NPI Number / Medi-Cal Provider ID field will be auto populated depending on the data used by provider during registration. If you register using your Billing NPI Number, your Billing NPI Number will be displayed. If you register using your Medi-Cal provider ID, your Medi-Cal Provider ID will be displayed. (see Fig: 7.b and 7.c)

Missed appointment form is seen in the below Figure 7.b and continued in Fig: 7.c.



Medi-Cal Dental

Medi-Cal Provider Website Application

Missed Appointment Notification

The Missed Appointment Form is made available to you, as a Medi-Cal Dental Program dentist, in order for you to report members that have missed a scheduled appointment with your office. If you would like Medi-Cal to assist a member with any barriers they may have in attending their appointments, please complete this form. After completion and submission of this form, Medi-Cal will follow-up with the member to assist in rescheduling their appointment with your office. Additional information related to missed appointments is located in the Provider Handbook. If you would like to report a missed appointment by phone, please contact the Medi-Cal Dental Program Telephone Service Center at 1-800-423-0507.

Dental Provider Information

*Billing NPI Number/Medi-Cal Provider ID

Service Office Number

*Contact Phone Number

*Contact Person

*Contact Email

Provider License Number (Optional)

Member Information

To add more than one Member, click on Add Member button below.

Member 1

*Last Name

*First Name

*Medi-Cal ID Number

*Date of Birth

*Patient Status

Member Representative Type

Member Representative Name

Fig: 7.b: Provider Website – Missed Appointment Form (A)

Language Spoken
<input type="text"/>
Address
<input type="text"/>
City
<input type="text"/>
State
<input type="text" value="California"/>
ZIP Code
<input type="text"/>
*Phone Number
<input type="text"/>
Alternate Phone Number
<input type="text"/>
Missed Appointment Information
*Appointment Date
<input type="text" value="mm/dd/yyyy"/>
*Appointment Time
<input type="text"/>
Has the member missed any prior appointments?
<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/> I verify that the information submitted here in is true and accurate to the best of my knowledge.
<input type="button" value="Send"/>

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Fig: 7.c: Provider Website – Missed Appointment Form (B)

Detailed fields of missed appointment form are described below.

(Fig: 7.d, 7.e, 7.f, 7.g).

Auto populated Provider Information:

Missed Appointment Notification

The Missed Appointment Form is made available to you, as a Medi-Cal Dental Program dentist, in order for you to report members that have missed a scheduled appointment with your office. If you would like Denti-Cal to assist a member with any barriers they may have in attending their appointments, please complete this form. After completion and submission of this form, Denti-Cal will follow-up with the member to assist in rescheduling their appointment with your office. Additional information related to missed appointments is located in the Provider Handbook. If you would like to report a missed appointment by phone, please contact the Medi-Cal Dental Program Telephone Service Center at 1-800-423-0507.

Dental Provider Information

*Billing NPI Number/Denti-Cal Provider ID

XXX

Service Office Number

XXX

*Contact Phone Number

XXX

*Contact Person

XXX

*Contact Email

XXX

Provider License Number (Optional)

Fig: 7.d: Provider Website – Missed Appointment Form: Auto Populated Fields – Provider Information

Provider can add members by clicking “Add Member” button. Providers can add up to 10 members in one form. These members can be removed by clicking “Remove Member” button. Details like First Name, Last Name, Medi-Cal ID Number, Date of Birth and Patient Status are mandatory fields. Patient Status field will have valued ‘Existing Patient’ and ‘New Patient’. (Fig: 7.e)

Member Representative Type and Member Representative Name and Language Spoken are optional fields. (Fig: 7.e)

If a provider wants to enter Member Representative Type, they must select any one option from the drop down provided. Values in the drop down are as follows: (Fig: 7.e)

- Self
- Father
- Mother
- Legal Guardian

All other member details like address are to be filled in. These fields are again optional, apart from member phone number (Fig: 7.f)

Details related to the missed appointment like missed appointment date, time , number of visits missed are to be entered too. (Fig: 7.f)

Click the “Send” button to trigger an email. (see Fig: 7.f).

Member Information

To add more than one Member, click on Add Member button below.

Member 1

*Last Name

*First Name

*Medi-Cal ID Number

*Date of Birth

*Patient Status

Member 2

*Last Name

*First Name

*Medi-Cal ID Number

*Date of Birth

*Patient Status

Member Representative Type

Member Representative Name

Language Spoken

Fig: 7.e: Provider Website – Missed Appointment Form: Member Information – Add Member

Address

City

State

California ▼

ZIP Code

***Phone Number**

Alternate Phone Number

Missed Appointment Information

***Appointment Date**

mm/dd/yyyy

***Appointment Time**

▼

Has the member missed any prior appointments?

☐ Yes ☒ No

☐ I verify that the information submitted here in is true and accurate to the best of my knowledge.

Send

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Fig: 7.f: Provider Website – Missed Appointment Form: Member Information and Missed Appointment details

An email is sent to the provider with details entered in the missed appointment form.

(See Fig: 7.g)

Missed Appointment submitted by

Field Name	Details	
Billing NPI Number/Medi-Cal Provider ID	<input type="text"/>	
Service Office Number	<input type="text"/>	
Contact Phone Number	<input type="text"/>	
Contact Person	<input type="text"/>	
Contact Email	<input type="text"/>	
Provider License Number		
Member Information		
Member 1	Member's Last Name	test
	Member's First Name	test
	Medi-Cal ID Number	111 <input type="text"/>
	Date of Birth	<input type="text"/>
	Patient Status	Existing Member
Member 2	Member's Last Name	<input type="text"/>
	Member's First Name	<input type="text"/>
	Medi-Cal ID Number	111 <input type="text"/>
	Date of Birth	<input type="text"/>
	Patient Status	New Member
Member's Representative Type	<input type="text"/>	
Member's Representative Name	<input type="text"/>	
Language Spoken		
Address		
City		
State	CA	
Zip code		
Phone Number	<input type="text"/>	
Alternative Phone Number		
Appointment Date	06/22/2020	
Appointment Time	06:00 AM	
Prior Appointments	No	
Missed Visits		
Notes		

Fig: 7.g: Provider Website – Missed Appointment Details sent in an email

7.1 Scenario 1: If Provider enters invalid details in the Missed Appointment Form.

The fields with a red asterisk (*) are mandatory fields. If you do not enter the details in these fields, an error message displays (see Fig: 7.1.h).

The screenshot shows a form titled "Member Information". Below the title is a instruction: "To add more than one Member, click on Add Member button below." The form contains several fields, each with a red asterisk (*) indicating it is mandatory:

- *Last Name**: A text input field that is empty.
- *First Name**: A text input field that is empty. A tooltip with an exclamation mark icon and the text "Please fill out this field." points to this field.
- *Medi-Cal ID Number**: A text input field that is empty.
- *Date of Birth**: A text input field with a placeholder "mm/dd/yyyy".
- *Patient Status**: A dropdown menu with "--Select--" selected.

At the bottom of the form is a blue button labeled "Add Member".

Fig: 7.1.h: Provider Website – Missed Appointment Form – Details not Entered Error

Below fields are not mandatory fields. But if you select Member Representative type from the drop down, Member Representative Name turns in to a mandatory field. (See Fig: 7.1.i)

The screenshot shows a form titled "Member Representative Type". It contains the following fields:

- Member Representative Type**: A dropdown menu with "Father" selected.
- *Member Representative Name**: A text input field that is empty.
- Language Spoken**: A text input field that is empty. A tooltip with an exclamation mark icon and the text "Please fill out this field." points to this field.

Fig: 7.1.i: Provider Website – Missed Appointment Form – When Member Representative Type Entered

And if member enters name in Member Representative Name field, Member Representative Type turns in to a mandatory field. (See Fig: 7.1.j)

The screenshot shows a form section titled '* Member Representative Type'. Below the title is a dropdown menu with the text '--Select--'. To the right of the dropdown is a tooltip with an orange exclamation mark icon and the text 'Please select an item in the list.' Below the dropdown is a text input field labeled 'Member Representative Name' containing the text 'XXX'. Below that is a text input field labeled 'Language Spoken' which is empty.

Fig: 7.1.j: Provider Website – Missed Appointment Form – When Member Representative Name Entered

If you enter details that do not match the field's format, an error message displays (see Fig: 7.1.k (1) and 7.1.k (2)).

Medi-Cal ID Number allows Alphanumeric values. This field allows all numbers but NOT all characters.

The screenshot shows a form section titled '* Medi-Cal ID Number'. Below the title is a text input field containing the text 'aaaaaaaaaaaaaa'. Below the input field is a tooltip with an orange exclamation mark icon and the text 'Medi-Cal ID Number allow Alphanumeric values, can allow all numbers but NOT all characters'. Below the tooltip is a date input field containing the text '09/10/2019'. At the bottom of the section is a blue button labeled 'Add Member'.

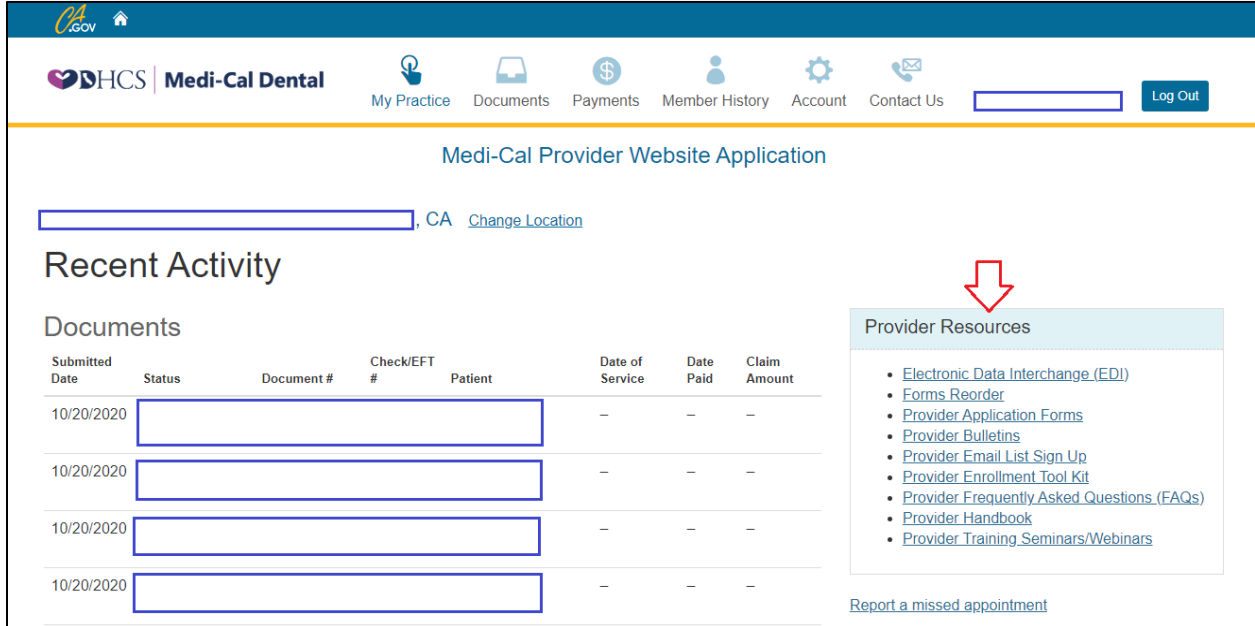
Fig: 7.1.k (1): Provider Website – Missed Appointment Form – Invalid Details Entered (Medi-Cal ID Number)

The screenshot shows a form section titled '* Phone Number'. Below the title is a text input field containing the text 'abcdefghij'. Below the input field is a tooltip with an orange exclamation mark icon and the text 'Please match the requested format.' Below the tooltip is a text input field labeled 'Alternate Phone Number' which is empty.

Fig: 7.1.k (2): Provider Website – Missed Appointment Form – Invalid Details Entered (Phone Number)

8 Provider Resources

You can access Medi-Cal site links from your secure area. This list of external links is available in the Provider Resources section of the “My Practice” tab (see Fig: 8.a).



The screenshot shows the Medi-Cal Provider Website Application interface. At the top, there is a navigation bar with the 'CA.GOV' logo and a home icon. Below this, the 'Medi-Cal Dental' logo is displayed. The navigation menu includes 'My Practice' (highlighted with a blue icon), 'Documents', 'Payments', 'Member History', 'Account', and 'Contact Us'. A search bar and a 'Log Out' button are also present.

The main content area is titled 'Medi-Cal Provider Website Application'. Below this, there is a location selector showing 'CA' and a 'Change Location' link. The 'Recent Activity' section is visible on the left. The 'Documents' table has the following structure:

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
10/20/2020					-	-	-
10/20/2020					-	-	-
10/20/2020					-	-	-
10/20/2020					-	-	-

On the right side, the 'Provider Resources' section is highlighted with a red arrow. It contains the following links:

- [Electronic Data Interchange \(EDI\)](#)
- [Forms Reorder](#)
- [Provider Application Forms](#)
- [Provider Bulletins](#)
- [Provider Email List Sign Up](#)
- [Provider Enrollment Tool Kit](#)
- [Provider Frequently Asked Questions \(FAQs\)](#)
- [Provider Handbook](#)
- [Provider Training Seminars/Webinars](#)

At the bottom right, there is a link to [Report a missed appointment](#).

Fig: 8.a: Provider Website – Provider Resources – Links on the My Practice Tab

9 Contact Us Page

Medi-Cal providers can view the 'Contact Us' page for getting Medi-Cal's toll-free number or any reference email addresses.

The screenshot shows the 'Contact Us' page of the Medi-Cal Provider Website Application. The page has a blue header with the 'CA.gov' logo and a navigation bar with links: My Practice, Documents, Payments, Member History, Account, Contact Us (highlighted with a red arrow), and a Log Out button. Below the navigation bar, the page title is 'Medi-Cal Provider Website Application'. The main content area is titled 'Provider Telephone Service Center'. It includes a paragraph stating that providers can call Medi-Cal toll-free at 1-800-423-0507. A bulleted list of information to have ready when calling is provided: Patient Name, Patient Medi-Cal Identification Number, Billing Provider Name, Medi-Cal Provider Number, Type of Treatment, Amount of Claim or TAR, Date Billed, Document Control Number, and Check Number. Further down, it states that Telephone Service Center Representatives are available from 8:00 a.m. to 5:00 p.m., Monday through Friday. It also mentions that patient history, claim/TAR status, or financial information can be accessed between 2:00 a.m. and 12:00 midnight, seven days per week, using the automated Interactive Voice Response system. General program information is available 24 hours a day, seven days a week, using the automated system. Provider Toll-Free Menu Options and instructions for using the automated system are detailed in the Medi-Cal Provider Manual. The page then has sections for 'Eligibility' and 'Other Services'. The 'Eligibility' section states that for automated messages providing member eligibility information, call the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. When prompted, enter the information found on the Member Identification Card (BIC ID). For assistance with the eligibility message, the Point of Service (POS) device, or the Medi-Cal web site, call the POS/Internet Help Desk at 1-800-541-5555. The 'Other Services' section provides contact information for questions, comments, or feedback about the program at DCALInfo@delta.org and for reporting website technical problems or issues at DCALWebMaster@delta.org. The footer contains links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with a copyright notice for 2021 State of California.

CA.gov

My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

Provider Telephone Service Center

Providers may call Medi-Cal toll-free at **1-800-423-0507**.

When calling for information or inquiries it is important that the dental office be prepared with the following proper information, where applicable.

- Patient Name
- Patient Medi-Cal Identification Number
- Billing Provider Name
- Medi-Cal Provider Number
- Type of Treatment
- Amount of Claim or TAR
- Date Billed
- Document Control Number
- Check Number

The Telephone Service Center Representatives are available to answer phone calls between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Patient history, claim/TAR status, or financial information can be accessed between 2:00 a.m. and 12:00 midnight, seven days per week, using the automated Interactive Voice Response system.

General program information is available 24 hours a day, seven days a week, using the automated system.

Provider Toll-Free Menu Options, and instructions for using the automated system are detailed in the Medi-Cal Provider Manual.

Eligibility

For automated messages providing member eligibility information, call the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. When prompted, enter the information found on the Member Identification Card (BIC ID).

For assistance with the eligibility message, the Point of Service (POS) device, or the Medi-Cal web site, call the POS/Internet Help Desk at 1-800-541-5555.

Other Services

For questions, comments, or feedback about the program, contact us at DCALInfo@delta.org.

To report any website technical problems or issues, contact us at DCALWebMaster@delta.org.

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Fig: 9.a: Provider Website – Contact Us Page

Reference List:

- **Provider Toll Free Line:** 1-800-423-0507
- **For questions, comments or feedback** about the program contact:
DCALInfo@delta.org
- **To report any website technical problems or issues** contact:
DCALWebMaster@delta.org